We have devoted most of the space in this edition to our new corporate identity and print, for the first time in LINK, the new DTELS logo which was launched as part of the corporate identity publicity on 12 April. We hope you like the new layout and colour scheme of LINK which has been introduced to coincide with the launch of our new corporate identity. We also have the 'launch' of the new Head of DTELS, Nigel Finlayson, to coincide with the start of a new era in our history.

Amidst all this change we find time to congratulate Barry Hodgson (Romsley Depot) on his invention and article, and make our usual plea for more of you to let us have your ideas.

EDITOR (071-217 8170)

A BRIEF PROFILE

NIGEL FINLAYSON
NEW HEAD OF DTELS

Nigel Finlayson has now taken up his duties as Head of DTELS, in succession to Tony Pearson, who has returned to Prison Department duties.

Nigel joined the Home Office as an EO in 1966; he has worked in various parts of the Department including INDI, Criminal Department, Community Programmes, General Department, the Gaming Board as well as a previous tour in the Police Department. Prior to joining DTELS in June 1988 as Head of Finance, Manpower and Stores he was manager of the Passport Office in Newport, Gwent, the county in which he still lives.

Nigel has the following message for all his colleagues in DTELS.

"Despite all the difficulties and uncertainties we have faced and the problems we have yet to overcome, DTELS is quite the most stimulating and exciting place I have worked in the Civil Service. Throughout my time in DTELS I have been consistently struck by the enthusiasm, professionalism and dedication of all the staff. Another striking feature is the personal courtesy which has always been extended to me even if someone was telling me just what they thought of management! I recently started an extensive tour of all locations and hope to see you personally in the not too distant future."

We wish Nigel every success in his new role.

"The Editor kindly made space for me to say thank you to all members of DTELS for their kindness and help whilst a stranger in their midst. I much enjoyed working in DTELS and was very impressed by the general readiness to have a go at new things and cope so well with fundamental change.

Much remains to be done but I am sure that there is a firm foundation for progress and that you will give Nigel Finlayson the same unsung support you gave me. I wish you all well."

TONY PEARSON

The Communications Business of The Home Office
THE NEW IDENTITY - WHAT IT MEANS FOR THE ORGANISATION

George Davis, Head of Marketing

There are many reasons for adopting a new identity. The primary reason is to build on the best of the old organisation while re-positioning the new one within the market-place.

Within the new identity is a strong link with the traditional customer base because we are known by many as DTELS. By sharpening up the corporate name to DTales we are wanting to build an image of quiet confidence, of stability and professionalism, maintaining a link with our heritage as part of the Home Office. The green dot signifying safety and official approval.

In addition, our strapline is stated quietly and confidently: 'The Communications Business of the Home Office'. Through the new identity we will be able to increase our ability to take commercial decisions and compete in the open market. Our aim is to continue to develop as an efficient, responsive organisation, committed to customer service, Quality Management and value for money. This will be a major factor in helping us to retain our customers and win new ones. We now have a major opportunity as do these things and to reposition ourselves in the eyes of our customers.

The process of change to the organisation is complex and takes time. We are putting our message across through the public launch on 12 April, through promotional literature and every facet of day-to-day business. This will include stationery, documents, clothing, even our attitudes and responses to customers. Each one of us remembers five key strengths which our organisation possesses then our confidence will support the change we need to achieve.

Our five main strengths are:

- Professionalism founded on many years of experience and achievement in system design and installation
- High standards of maintenance service in varied and demanding operational environments
- Objective and independent consultancy advice available for every stage of system appraisal, design, procurement and project management
- Competitive, value-for-money services supported by bases throughout England and Wales
- Quality Management systems which have led to registration under BS5750

These key strengths provide a platform to enable DTales to expand its services in the future into wider telecommunications and IT markets.

THE NEW IDENTITY - WHAT IT MEANS FOR THE CUSTOMER

George Davis, Head of Marketing

The new identity will appear in every opportunity we have for customer contact. The purpose, whether on the telephone in writing, face-to-face, through mailshots or advertising, is to ensure that DTales is a name that people will remember.

We will have a more business-like, clearly established professional image which will appeal to existing and new customers alike.

Our image will have a higher profile, provoking us to be confident stand on our own feet, able to compete with the best of the competition. We will compete and be seen to be offering the best service and the best value for money. Our new name will be most visibly demonstrated as we sell into wider markets.

During the launch programme we explained that:

D represents the development of the old Directorate and all the good things that stood for, plus all the changes made recently to benefit customers directly.

T represents our core skills in Telecommunications and our ambitions towards servicing IT systems.

E stands for all the experience we have accumulated.

L reflects our commitment to Listening to our customers.

S stands for Service that we aim to deliver to a high quality throughout DTales.

The importance of the new identity may be summarised as follows:

"A unique identity is essential at this stage of our development. To establish our new position within the Home Office, continuity with our traditional customers and expansion into new markets. We have a tradition of professional innovative service. We have introduced Quality Management systems and we believe our prices are now competitive and offer even better value for money. We are an organisation committed to expanding our market share, able to adapt our services to support a growing number of new customer and able to transfer our skills into wider markets. We aim to become a major independent service organisation. And last but not least, DTales - a one-stop maintainer of telecommunication and related systems."

Senior management at the DTales launch.
CORPORATE IMAGE FEATURE

CORPORATE IDENTITY: IMAGE CLOTHING
(Malcolm Parker, Manager, Civil Defence Group)

An important part of DTELS corporate identity programme is that of image clothing. Some two months ago Regions were asked to seek the views of their staff as to what clothing they felt would best promote DTELS and at the same time suit their working needs from a practical point of view. As a result, a list of both male and female corporate clothing has been produced. Our design consultants, taking into account colours and styles which will blend with our logo and which will not confuse us with other organisations, have submitted their recommendations. As a result, sets of clothing have been bought from two manufacturers in order to carry out limited field trials to give staff the opportunity of expressing further views and to assess the quality of the clothing. This should mean that Regions will, within the month, have sight of the garments and information regarding the range and quantities which will be available for individual members of staff.

Previously this had been done using a normal cassette tape player and a long loop of tape with the message on it. After a few days the message tended to be almost erased from the tape and required replacing and re-recording by a technician at the site. In order to overcome these problems it was decided to use a digital storage system to hold the message and solid state timers to give the necessary delays. A suitable kit of bits using a UMS100 LSI integrated circuit and 22 kilobyte static RAM was purchased from Matin Electronics Suppliers; this was built up to give 15 seconds of speed storage and the quality was found to be quite acceptable. The timing circuits were built on Veroboard and a mains to 12 volt power supply constructed; the complete unit was fitted into a die-cast box and bench run for a few days, in the process driving all the workshop staff mad as the same message was repeated every minute! Reliability thus proved, the first real use of the unit was at a hilltop site in the Thames Valley area when it ran perfectly and without fault for two weeks, the message quality being quite adequate for the job. Since then the unit has been slightly modified to extend the cycle time to three minutes and was again installed in other hilltop sites in Warwickshire where it has operated over an extended period without fault.

Once the field trials are complete, views and reactions, including those of the Trade Union Side, will be gathered and assessed before we proceed to purchase a full range of garments. It is not the intention to supply everybody with a full wardrobe of clothing. The design of the clothing ensures it will blend readily with individuals own clothing.

Corporate clothing will provide a means of displaying confidence in and commitment to DTELS. We hope you will share that view and enjoy wearing the items selected.

DIGITAL SPEECH RECORDER/PLAYER FOR FREQUENCY CLEARANCE WORK
(Barry Hodson, Romsey Depot)

A recently developed 'Black Box' to aid Frequency Clearance work that has been under way in the Romsey region may be of interest to readers of LINK. The photograph shows the Box with the lid removed revealing the power supply connection and timing and processor boards.

As many of you will know, when a new frequency or site is commissioned a test message, requesting that anyone receiving interference from the site contact the relevant engineers, is broadcast continually every two or three minutes on each new frequency for a period of up to two weeks.

The unit will operate continually without attention for as long as the mains supply is maintained. It can be easily reprogrammed in the field using the built-in microphone, and all the timings can also be quickly adjusted with screwdriver and stopwatch.

Anyone requiring further details is invited to contact me at Romsey Depot - you may be able to persuade me to show you the circuit diagrams if you really try!}

Training News

TVSC - WHAT IS IT?

In an age of mnemonics, it is another one to add to the collection! It is the Telecommunications Vocational Standards Council. DTELS has been associated with its work since shortly after its inception in August 1989 by founder members British Telecom, Mercury and STC Telecom.

In 1986 the Government established the National Council for Vocational Qualifications (NCVQ). The concept was that all sectors of industry should establish national standards against which the competence of workers to do their jobs could be tested. TVSC is the lead body in this respect for the telecommunications industry and is.

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Therefore, the organisation responsible for developing and administering the structure of National Vocational Qualifications (NVQs), or 'levels of competence', for telecommunications. As a member of TVSC, DTELS is in a position to contribute to and comment on developments as they are proposed, thus ensuring that the structure of telecommunications NVQs takes account of our needs and not just those of the players in the wider telecommunications field.

Before starting to establish standards TVSC has had to identify and agree the key areas of activity within the telecommunications industry. Six have been established. They are:
- Design, develop and improve new products and services which meet existing or anticipated customer requirements.
- Manufacture telecommunications equipment.
- Install and commission telecommunications equipment and systems.
- Manage and operate telecommunications systems and networks.
- Maintain and repair telecommunications equipment and systems.
- Promote, sell and distribute telecommunications products and services to new and existing customers.

Most of these are relevant to DTELS operations.

TVSC has chosen to start with the biggest area of activity - 'install and commission telecommunications equipment and systems'. They will then be working systematically through the other key areas to produce the relevant standards for each.

In addition to setting standards TVSC will also train and accredit assessors to carry out assessments of staff for NVQ purposes. As a member DTELS can and indeed has nominated assessors who will be trained by TVSC and will then be well placed to assess our own staff for NVQ purposes.

All of this is still at an early stage but good progress is being made and what is important – DTELS is closely involved with it all. Look out for further details.

BOB SWANN RETIRES

Bob started his career in DTELS in 1956 as a Wireless Technician at the Marley Hill Depot and moved on promotion ten years later to Cranbrook. It was at this time that the Sussex Police Force was formed from five separate forces and Bob supervised the arrangements for setting up a special customised radio control system. In 1969 he moved on to the Cheveley Depot as a TTEI where his achievements included setting up the Depot’s emergency communications vehicle which local police forces used for special events in the days before they had their own mobile controls. Moving on to HQ in London as an SPTO in 1984, Bob was involved in the new microwave linking programme and was responsible for several major system projects which were crucial to the completion of the WARC programme; he was also responsible for the microwave implants for individual ‘problem links’. Bob finished his career as Project Engineer and oversaw the successful completion of the first two microwave consultancy projects where DTELS had assisted a direct customer system procurement.

Bob, who has been a lifelong supporter of the Scout movement and a keen competitive cyclist, has never missed an opportunity to slim up our towers. He has been described as a ‘friendly whirlwind’... so it’s clear that he will not spend his retirement merely (!) swanning around.

The photograph shows Bob and Shirley Swann receiving a presentation from John Munnford, Head of Engineering Consultancy.
CONTENTS

We have included a variety of articles in this second edition of the new-look LINK, and hope you will find something of interest. Whether or not you're an artist, there's an opportunity for you to make a positive contribution to the important subject of Health and Safety at Work and to receive recognition for your ideas. We look forward to receiving as many entries as we did for the Christmas cartoon competition.

Because of the coming holiday season, the next edition of LINK will not appear until September. We hope you enjoy your holidays......relax and think of new ideas for LINK!

EDITOR (07) 217 8170

CORPORATE IMAGE FEATURE

DTELS NEW IDENTITY
SUCCESSFULLY LAUNCHED

Mick Price, Marketing Section

As you will know from the previous edition of LINK, April 12th marked the day of our new identity launch to the public at the Sadler's Wells Centre in the City of London. Some 300 traditional new and prospective customers attended and were hosted by 50 nominated DTELS staff. Because of this high guest/staff ratio, customers were able to discuss in depth their requirements and expectations of DTELS in a relaxed atmosphere before and after the see-piece part of the launch which took place in the Lecture Theatre. Here, in an impressive setting, the audience received from Board members a comprehensive and lucid explanation of our new identity, our history and our determination to succeed as a commercial enterprise within the stability and tradition of the Home Office. High quality, well chosen, slides were shown on the large theatre screen and were accompanied by the Board's presentations, including a very impressive one on video from Gordon Wasserman (Assistant Under-Secretary of State) who was unable to attend.

The variety and number of questions from the audience to Board members after the presentations proved just how stimulating the part of the launch had been, and discussions continued enthusiastically during the lunch which followed.

The entire event was enjoyable as well as successful and was visually impressive to customers from their moment of arrival at the Centre, where two of our vans in the new DTELS logo livery were displayed, to the launch itself. Staff had the additional bonus of being able to examine examples of the proposed new DTELS corporate identity clothing, about which we wrote in the April edition of LINK.

It is now up to each of us in DTELS to build up the momentum towards the continuing success which the launch began.

"DTELS has arrived!"

ENGINEERING CONSULTANCY NEWS

THE CONSULTANCY PROGRESSES

John Mumford, Head of Engineering Consultancy

The DTMS launch in April was obviously a distinct marker for our future and coincided with the beginning of charging for all new Consultancy work. But then the effects of the initial culture shock had been shaken off and positive progress had been achieved not only in developing the front line business but also in getting organised behind the scenes.

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A glance at the order book for the Consultancy shows a heartening situation. Amongst some of our interesting new customers are the RSPCA and the Department of Employment, and, together with these, a number of local authority relationships have been developed, including Dorset County, Leicester City, Letchfield and Solihull Districts. Beyond those is a substantial list of leads and quotations being followed and provided.

The old survey team terms of reference have been enhanced and now the Engineering Support Team have, for example, undertaken some interesting radio system technical auditing projects for Clwyd County and Suffolk Water.

The special relationship with our old colleagues in the RFCPU continues to the extent that three or four consultants are almost continuously employed on the client’s projects, such as the replacement alarm and encryption equipment studies.

One particularly interesting association has been with the South Yorkshire Police and a local traders consortium in Barnsley - designing a CCTV system to improve security in the shopping area.

Behind the scenes, and to maximise the investment in IT by engineering over past years, Rod Hawerson has been appointed full time Consultancy LAN Manager. A recent addition within his remit is a CAD package to assist with the intent to improve the quality of consultants’ reports.

E & D Section at Stanmore now prefers to be called TAIL - Test and Investigation Laboratories. They are looking closely at their business development possibilities, including the seeking of NAMAS accreditation.

Each of the three Group Leaders has targets set for future business levels and areas and they, together with Senior Consultants, have continued to follow up leads that come from the Marketing Executives and other sources.

Important has been the need to clarify the aims and intents of the Consultancy with other sections and with this in mind a discussion was held with the AMEs. A similar round is planned, by visiting each area office, for a further forum between the two revenue raising units of DTES.

As was said to the Launch gathering: “Today’s Consultancy client could well need Operations’ maintenance tomorrow - and vice versa”!

RELOCATION - HOW THE DECISION WAS MADE

Bill James, HQ - Relocation Project Officer

You may recall Nigel Finlayson’s article on relocation in last December’s issue of LINK. It included the statement: “However, the smart money, as the booties would say, seems to be heading for the Rudderings/Stanton option.”

Well slap my thigh, he was right! Last month’s announcement to all staff confirmed that fact.

For those staff who did not attend the presentations last year, it may be of interest to know something about the earlier stages of the project. Two objectives were set and supplantated by four principal aims. The objectives were: and remain as:

- to achieve maximum possible savings in running costs
- to ensure that relocation be completed by the end of 1992.

The principal aims were that the new location should:

- be central to outstations
- offer satisfactory evidence of potential for recruitment of R/F engineers and technicians, and of generalist grades
- provide a potentially better quality of working and domestic life for staff, and
- have easy access to main railway and motorway lines.

The Management Board decided that information relevant to these aims and objectives should be sought from Treasury, DTI, DoE, Employment Department and other organisations, analysed and presented to them.

The areas for consideration at that time were: Birmingham, Corby, Coventry, Leicester, Middlesbrough, Northampton, Nottingham, Swindon and Worcester. Based on the analysis of all the information gathered, the Management Board decided to pursue potential sites within the areas of Birmingham, Coventry, Leicester and Nottingham. The subsequent submission to Ministers included summaries of financial analyses for four options.

They were Coventry, Rudderings, Rudderings/Stanton and, for comparison, status quo. The Rudderings/Stanton option best satisfied the first objective.

The cost benefit analysis submitted to Treasury included detailed investment appraisals and risk analyses for those four options.

These financial considerations, together with comments on the four principal aims for the project, led to the recommendation that DTES be relocated to Rudderings and Stanton.

Mr Finlayson’s recent note to all staff charts the progress that has been made since then and gives the timetable on which the move is now being planned.

Like most projects one too has had its ‘highs and lows’. However, progress is on schedule and (don’t I say it?) the ETA at the DTES destination is and October 1992. Watch this space for future progress reports!
NEW TECHNOLOGY DEVELOPMENTS

CLEVER CODECS!
WHAT ARE THEY?
ENGINEERING CONSULTANCY
HAS THE ANSWERS!

Howard Martin, ECG3

You may not be aware that Engineering Consultancy has a lab facility at Cheveley or may not have heard of the type of work that we undertake there. However, work at the Cheveley lab mainly focuses on new technology - the 'Tomorrow's World' of DTELS. The lab is run by Consultancy Group 3 (Fixed Links) and enables us to give informed advice on the application of this technology in customer systems. These, of course, are of course, the very systems that Operations will be installing and maintaining in the future.

Clever Codecs?

Two types of codecs (Coder/Decoders) are being investigated for:

- transmitting digital video (for both conference and surveillance applications)
- transmitting 4 or 5 speech signals over a single 64 kbit/sec path, which is the normal capacity for one digital speech channel.

The video codecs use the principle of only transmitting changes in the picture. The voice codecs use (amongst other things) the principle of predicting a data sequence.

Interim results

Normal broadcast quality video needs a high bit rate of about 140Mbits/sec but with codecs, almost 'live' video can be successfully transmitted using only 2Mbits/sec, or if a screen refresh time of 3 to 4 seconds is adequate, then a mere 64kbit/sec will do. In both cases the signals can be mixed with other traffic, eg. speech, data and telemetry, the allocation of link capacity being dynamically controlled by a management system.

Speech is almost toll quality when the voice codecs are incorporated into a network. A trunked data system can be superimposed to make use of capacity that is not currently used for speech.

Will it support quas? That's commercially valuable information, but Consultancy will have the answers!

What else is new?

A network is currently being prepared at the lab that incorporates fibre optic, 60GHz, 2GHz digital links. Access equipment (a DTELS development), video from remote cameras and traffic via codecs will soon be operating over the system. Together they will help us to demonstrate to potential customers that DTELS has a forward-looking commitment to new technology and the capability to apply it for operational systems.

STEVEN COLE'S
NEW APPOINTMENT

In the February edition of LINK we mentioned that a new post of DTELS IT Manager had been created to take overall charge and responsibility for many of the aspects of IT in DTELS. We asked Steven Cole, the successful candidate, to tell us something about his career and his objectives for his post. He has written...

"I started my career as a Wireless Technician in 1970 at the Romsey Depot and, except for some two years in the Scottish Home and Health Department, have worked for DTELS ever since then; in all, thirteen years of my career were spent working in customer services. Later, as a TTE I, I was closely involved with numerous integrated control systems. It was a stimulating time as I saw through to completion the successful implementation of the first generation Fire Brigade Mobilising Systems from Doway, IAL and Rumsdag with associated data periphery.

During the four years or so prior to taking up my present IT post, I was the Engineer-in-Charge at Weyhill, where I became closely involved with the rapidly changing move in DTELS to a commercial environment, thereby bringing me in close contact with field services and marketing. In addition to overseeing the maintenance policy and provision of maintenance support for a wide range of equipment, including a very active test equipment replacement and procurement program, my duties until early 1989 included the overseeing of the diverse work carried out in the three Maintenance Units:

My initial brief in my present job is to produce a wide ranging departmental IT Strategy Policy and to write a user specification for a centralised 'Call Handling' system (popularly known as a Field Service Management System) to enable full control and monitoring of all field services activities, together with staff availability and skills profiles.

In addition, the specification will incorporate, where practicable, the many diverse activities and needs within DTELS, including the provision and issue of stores, electronic dissemination of the Vocabulary, an enhanced Maintenance Data System (MDS) to take over from the Performance Monitoring System (PMS), to enable more accurate assessment of maintenance costs and full data linking between work centres and Headquarters. These changes are necessary to ensure that DTELS is able to meet new international engineering and quality standards set and keep us in the forefront against our competitors. I will seek to provide a workable IT strategy which takes the department through the year 2000 and look forward to the challenges ahead."

We wish Steven the best of luck in this new and important role.
DTELS TAKES ANOTHER TYPE OF PLUNGE!

David Greenwood (Maintenance Planning Unit, Weyhill) wrote to us recently about his long association with swimming. He officiates at events from County through to National Championship levels and last year at Crystal Palace had the pleasure of officiating at the race in which Adrian Moorhouse equalled his own breaststroke world record. David has been chairman of a swimming club for 12 years and in 1969 was League Secretary for Wiltshire and President of the Wiltshire Amateur Swimming Association; he very much enjoys the contrasts which officiating at all these levels affords. It must also be very rewarding to David to know that his daughter has inherited his enthusiasm by becoming a County level swimmer, teacher, official and committee member.

David, quite rightly, stresses the important effects which confidence in the water has on a child’s general confidence and physical development. And, as he points out, our lengths of shoreline, canal and river banks, and lake and quarry edges, present a greater potential for disaster than in any other country, bearing in mind the density of the population in the UK. It is, therefore, very rewarding to him when he is able to teach youngsters to swim confidently, learn life saving techniques and then, in many cases, see them develop into good competitive swimmers.

David’s hope is that this article will trigger an interest in swimming in other DTELS staff. Why not get in touch with him at Weyhill?

FENCING SUCCESS

Congratulations to Dale Walker (Stores Section, HQ) who won the ladies foil event for the second time at the Civil Service Fencing championships held at Cheesington earlier this year; the photograph shows her with the trophy she received. She achieved the highest number of victories and lost only two fights, in which men and women compete together.

Dale’s father, who was also a fencer, encouraged her to take up the sport at the age of six. She is a member of the Amateur Fencing Association and fences for the Civil Service and Chelsea and Westminster Clubs. As an Association member, she is able to fence at affiliated clubs throughout the country - which is particularly useful since her work as a Compliance and Stores Auditor regularly takes her away from London.

Dale has enjoyed other success in the sport and was in the team which beat the RAF and Surrey County teams to win the Surrey Challenge Trophy in 1988. She was, this year, selected for the team to compete against the armed forces but the events had to be cancelled because of the Gulf War. Dale’s success has been further recognised by the Home Office Sports and Social Association who gave her a grant towards the cost of the very expensive clothing and equipment which she uses.

Dale’s next aim is to gain sufficient victories in the epee and foil events and thereby achieve the Master at Arms award. We wish Dale every success - clearly it doesn’t pay to cross swords with her!

POSTER COMPETITION

Louise Atkinson, Health and Safety Officer

In view of the success of the Christmas caption competition, the Editor has suggested that we follow it up with a cartoon competition based on Health and Safety themes. Although Health and Safety is a serious matter, the cartoon and caption can be humorous and naturally, it should have a direct DTELS link - the intention being to attract attention and then drive home the safety message.

As a kick-off, try your hand at these: -

- Electrical Safety (eg. electric shock, defective power tools etc) (see your Depot copy of the Electricity at Work Regulations, 1989)
- Safety at Heights (eg. Hard hats regulations, ladders, ralisks etc) (see the Manual of Aerial Rigging Practices)

As with the Christmas caption competition, we still can’t afford any prizes but the two best entries will be printed in LINK and, depending on quality, produced for display in offices and other work areas. You need not be an artist to compete - rough ‘in-sketch’ figures can be used provided the intended final design is clear; or, if you prefer, we would be quite happy to accept your ideas in writing without any drawings at all. - we will do the rest with the help of Illustrations Branch.

Why not have a go? (Closing date for entries 16 July 1991.)

ISM PRESENTED TO ALBERT GRICE

Albert Grice, a retired TET who worked at the East Midlands Service Centre, received the Imperial Service Medal last month.

Congratulations to Mr Grice, who first joined DTELS as a temporary Wireless Operator at Stanton in 1948 where, except for a three year break in the early fifties, he continued to work until his retirement in 1983. Albert’s offices are certainly in Stanton as he continues to live in a Service Centre bungalow which he purchased in 1952. We wish Albert many more happy retirement years.
EDITORIAL

We hope you enjoyed your holidays and that this edition of LINK will help to add to the enjoyment of returning to work. We consider the highlight of this edition to be the article by Bill Hogg, Financial Controller. Don't be put off by the subject matter - it's very easy reading. There's also a Headquarters article about Personnel Section which provides you with the rather unique opportunity of suggesting ways in which their service might be improved to meet local needs. On the subject of reader participation, we were disappointed with the response to our Health and Safety poster competition. So now that holidays are just a fading memory, why not turn your minds to this very important subject and help Laurie Ackinson, Health and Safety Adviser, by discussing your ideas with him on 071 217 8107.

EDITOR (071 217 8170)

INTRODUCING JIM NICHOLSON

The important post of Head of Finance, Manpower and Stores, which was vacated by Nigel Finlayson on his promotion to Head of DTELS, has been filled by Jim Nicholson.

Jim has wide Home Office experience and a proven track record, having worked his way up from EO since he joined the Home Office in 1986. The greater part of his time has been spent in the Police Department with other experience of the Passport Department, the Voluntary Services Unit (where he dealt with refugees), Home Office Management Services and the Northern Ireland Office. His previous post was in the Remand Contracts Unit where he was involved in preparation for the contracting out to the private sector of the running of a prison and the movement of prisoners.

Curiously, it is not only the year of joining the Home Office which Nigel Finlayson and Jim Nicholson have in common - they both briefly worked in a quiet backwater of the Home Office called Noters, which exists to record its precedents the more important decisions made. Naturally, Jim prefers the real world of DTELS and he is looking forward to the stiff challenges which his particular post presents.

We wish Jim every success in his new (and noteworthy) job.

FINANCIAL NEWS

A REPORT FROM THE CHANCELLOR!

Bill Hogg, Financial Controller

The editor felt that LINK was becoming too popular and friendly and has therefore asked me to provide a column on the financial situation! Actually, the news isn't bad. We've just completed the final accounts for last year (1990-91, ending 31 March 1991) and these show that we did rather better than expected.

This is not to say we are out of the wood but at least we can now see some daylight through the trees.

In 1990-91 (and the same situation applies this year) the two key issues.... continued on page 2
continued from page 1

were - you've guessed it! - INCOME and EXPENDITURE. Mr Mckewber was a perceptive gentleman. He not only realised that with income at £1 and expenditure at 19/6d (old money), life was much more agreeable; he had in fact discovered the formula for survival.

DTELS challenge over the last couple of years has been that our income has been falling. This has come as no surprise to DTELS management. After all, having had the lion's share of the emergency services market for many years we were bound to lose some when we went over to a commercial charging regime. And we've reduced our prices so as to be able to compete on equal terms with our friends in the telecoms industry. This chart shows what has been happening to our income. Most of our traditional customers have now signed contracts for 1991-92 so we have a reasonable idea of what our base load is likely to be. We now look forward to a period of more stability - and some growth again - in the future. And this year we're starting to charge for our consultancy services as well. Here's a chart showing where each £1 of income came from in 1990-91.

$1 of income came from in 1990-91

- Police 47p
- Others 14p
- Fire 24p

But, you may ask, how much did we spend? And where did it go? Well, I'm afraid last year our trading expenditure went over the £1 income barrier - 117p.

£1 of expenditure went in 1990-91

- Staff Costs 70p
- 16p Accommodation
- 8p Operating Costs
- 8p Depreciation

Accommodation and site services too are costly and hence the relevance of the move to Nottingham. Depreciation is a charge to cover the use of vehicles, test equipment etc and here again you have seen the campaign to reduce the equipment inventory so as to get the costs down.

And that's what DTELS' financial objectives are all about - getting our costs down and income up until we are paying our way. I am sure we are succeeding.

"DESTINATION NOTTINGHAMSHIRE"

We thought those outside the affected units would like to see the artist's impression of DTELS new Headquarters building at Ruddington.

Progress on all aspects of relocation are still on schedule. Staff in units due to relocate to Ruddington have the opportunity to see the site and the area for themselves when they go on a reconnaissance visit, on either 3/4 October or 10/11 October 1991. The visits are being paid for by DTELS and have been arranged in conjunction with Nottinghamshire County Council. Council staff and estate agents will be on hand during the visits to give advice and answer questions on housing, education, etc. We wish those going on a voyage and hope the visit proves useful and helpful.

A further report on the relocation project will be included in the next edition of LINK.
PERFORMANCE MONITORING AND COSTING DATABASE SYSTEMS

Ken Stives, Maintenance Planning, Waybill

DTELS recovers the cost of providing installation and maintenance services to its customers through direct charging and although this arrangement works reasonably well there has been a growing need for a more efficient way of determining charges. In particular, a need was identified for a database which could enhance and expand the information contained in the existing system whilst at the same time utilising common media held in the Performance Monitoring System (PMS), to form an integrated system.

EDS at Boole had been responsible for deriving hardware and software associated with the PMS. It was, therefore, natural that they were asked to carry out this work. Two versions were introduced earlier this year following pilot trials at Maintenance Planning and Marley Hill Service Centre.

National Systems, intended for Area Managers, HQ and MPG

- Service Centre Systems

In Service Centres a two computer network has been installed based on a Dell 310 Server/Workstation linked to the existing Olivetti M280 Computer using Novell Network operating system software.

Stand-alone systems have been provided at other locations utilising the Dell 316SX computer and Brother HL21 Laser Printer.

The Costing Database extracts key information from the PMS, namely Depot, Detachment, Customer and Equipment lists. This method ensures that common information is derived from a single source only, thereby eliminating errors.

Once all the customer inventories have been prepared and entered (no mean task), the system will be capable of:

- Enabling each Service Centre to compile and update customer inventories utilising locally derived information against core data contained in a protected master file.

- Providing facilities at Maintenance Planning to generate and regularly update the master file containing costing criteria for each type of equipment logged in the PMS equipment file against the various levels of service. The costing criteria is assessed from information derived from the PMS and financial information supplied by Finance Section.

- Providing the facility to collate customer inventories centrally, thereby giving national population figures for each type of equipment and total revenue generated – the latter providing financial information to enable Finance Section to make strategic decisions regarding our future business.

- Providing an electronic means of distributing information to/from Maintenance Planning and all system users.

- Enabling information to be screened or printed for a wide range of criteria eg inventories of equipment.

The system application was written by the Home Office Establishment Division 5 (Systems Group 2) using Datalux.

Maintenance Planning are currently reviewing the changes to the National lists and enhancements to the system following its introduction to service. Any changes in the functions of this system will be notified to all users.

We hope to bring you more news on this important subject in a future edition of LINK.

IT NEWS

IT RESPONSIBILITIES IN HQ

Steven R Cole, DTELS IT Manager

As you will know from the February edition of LINK, the DTELS IT Strategy Committee has the final responsibility for evolving and maintaining a strategy for the use of information technology in DTELS. My main responsibilities are to take overall charge of our day-to-day IT matters and to ensure that an agreed, co-ordinated strategy is applied across all sections of DTELS.

Peter Hazelgrove (HED) who already had responsibilities for the IT Strategy Committee and related issues now works with me on IT whilst retaining some of his general admin duties. He is now responsible for a wider range of IT duties including the procurement of our IT equipment.

Some of you will have already helped us by completing the pro-forma for the inventory of IT equipment and this information will be invaluable for stock-taking, budgeting and technical purposes; we are most grateful for your help.

However, there is another aspect of HQ IT work which may not be widely known – all orders for IT computer related hardware and software must receive HQ technical and financial approval. The first step is to obtain form RFI from Peter Hazelgrove, who will be pleased to give you advice on its completion. It is then sent by him to the Home Office IT Division and the equipment will be delivered to you.

There is no undue delay caused by adopting this procedure as orders for standard items of equipment can be met by IT Division within two to three weeks. We can also, through IT Division, arrange maintenance contracts for the equipment.

The advantages to DTELS of adopting this procedure are:

- IT Division can secure discounts on a range of IT products.
- Standardisation of systems is ensured.
- Impeccable advice is available.

So why not avail yourself of this service (at managerial level) and telephone Peter if you have a need for items of IT equipment, to place any official orders?

Peter's telephone number is 071 217 8170 and mine is 071 217 8136.
Careful - it may still be alive!

The photograph shows Roy Appleton (HTTO, South West Service Centre) receiving a presentation from Nigel Finlayson to mark Roy's retirement earlier this summer.

Roy started his career in DTELS in 1961, at Hannington Depot as a TET, before moving in 1963 to the North Wall Police Station, Winchester, where he helped to set up the original Hampshire DTELS Detachment. He was promoted to TTE II in 1966 and remained at Winchester in the newly built workshops at New West Hill Police Station where he built up the Detachment from a staff of two to a staff of six. In 1971 he was promoted to TTE I and posted to Shapwick Depot, where he remained in that position until his retirement in May.

During his 20 years at Shapwick Roy developed a close relationship with the customers, four police forces, five fire brigades, No. 7 R.C.S. and Civil Defence personnel. He was well liked and respected by all staff.

We wish Roy every happiness in the years ahead.

Imperial Service Medal from Nigel Finlayson. Despite the background poster, it is not planned to use the picture as part of our Health and Safety campaign.

Mr Jacobs joined DTELS, Shapwick, as a junior assistant wireless technician on 2 February 1945, after serving for two years in RAF air crews during the 2nd World War. In 1947, when the post of Station Maintenance Mechanic was created, he applied for this position, and remained in this post at Shapwick until he retired on 6 April 1990.

We wish Norman (or Jake as he is known to his friends) a long and happy retirement, and congratulate him on his many years of loyal service to DTELS for which the Imperial Service Medal was awarded.

WHAT WE REALLY DO IN PERSONNEL SECTION

Joyce Noakes and Jackie Smart, Personnel Section

We have been conscious of the fact that, in the past, Personnel Section has been thought of as merely a 'Post Box'; this is now far removed from the truth. With some powers already delegated to us from the Establishment Divisions, and many more to come, we are now your Personnel Division in the true sense of the word and our aim is to seek to meet both the requirements of management and the needs of all staff. We have already taken on board responsibility for recruitment and we hope that, with our knowledge of DTELS specialist requirements, we will be able to speed up the previously somewhat lengthy recruitment procedure.

We now deal with:

- monitoring sick leave
- special leave
- transfers of staff within DTELS
- the issue and monitoring of Staff Reports
- Range Pay for certain grades.

We also conduct career interviews for certain grades and, in fact, deal with a wide range of personnel matters. In the near future we shall also be deeply involved in the relocation exercise - "Destination Nottinghamshire". The section, managed by Mike Griffiths (MEO), consists of two small teams:

- Joyce Noakes (EO) and Sandra Riley (AO), who look after the Maintenance Centres and Billinge, Marley Hill, Roosley and Stanton Service Centres
- Jackie Smart (EO) and Bevyn Hinds (AO), who deal with HQ and the remaining locations... with much help from David Groome (AA).

This division of responsibilities has enabled us to develop contacts with management and staff at the locations we are each responsible for and helps us appreciate their local needs. We are always willing to deal with your enquiries - indeed, if we can't help you immediately we will certainly know who to approach in the Establishment Departments.

We don't have closed minds or a monopoly on good ideas and would welcome any suggestions which you feel might improve our service... so now's the chance to tell us! As with all Personnel Sections, the impossible we are expected to do straight away but miracles can take a little longer!
EDITORIAL

In this last edition of 1991 we take stock of the year with an article on marketing and a long look back to 1971 when the first DTCLS newsletter appeared. But it’s not all reminiscing and we look to the future with an article on the vital subject of Quality Management.

We have not forgotten that it’s Christmas (hence this special 6 page edition) and we look forward to an entertaining batch of entries to the traditional caption competition. We also print, for the second year running, a cartoon designed by a member of DTCLS staff — this year by Helen Whalley-Monmart, Nigel Finnison’s secretary. She won’t thank us for the publicity, but well done Helen!

We wish everyone a very Happy Christmas and a successful New Year.

EDITOR (021) 217 6170

MARKETING NEWS

CAUSE FOR OPTIMISM?

Tony Cavaldore, Marketing Section

Given that the economy is in the midst of a recession, we could be excused for feeling somewhat anxious over what the future holds. The purpose of this article is to (hopefully) reassure everyone, particularly those of you who are stationed out of headquarters and who feel out of touch with the wider picture.

Firstly, and most importantly, we still hold the lion’s share of the most lucrative slices of the market — our traditional police and fire customers. Since being given the option to seek service elsewhere, over 70% of police forces and fire brigades have elected to stay with us. Indeed, some who have gone elsewhere have quickly come back to DTCLS convinced that our service levels cannot be matched.

Since we were previously a monopoly in moving into a competitive situation we could only yield losses. The relatively small numbers involved are a testament to how favourably DTCLS is regarded in the marketplace.

Whilst these clients still represent the core of our business, DTCLS services are being pushed towards an increasingly wider circle of customers. We have quickly formed a good footing amongst ambulance services and local authorities. Encouraging contacts have also been established with water authorities, airports, public bodies and tax companies.

We are currently quoting for £9m worth of new business every month. Since the start of April this year DTCLS has completed for more than one hundred and twenty separate jobs.

The Engineering Consultancy continues to make steady progress. Recently, amongst others, they have won the RSPCA radio system design contract. They can also claim an involvement in testing the first radio transmissions of computerised data on the Paknet system.

Meanwhile, the Operations Group has made a significant profit, taking a portion of the massive London Underground maintenance contract. This may well lead to our assisting London Underground

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MARTKETING NEWS

continued from page 1

with other projects at some time in the future. Elsewhere, Kent County Council Highways Department have asked DTiELS to handle their PMR maintenance. This follows on from our winning of a similar contract with Norfolk County Council last year. Discussions are also in progress with a number of equipment manufacturers including Tait and Cyfas, and we have grounds to be optimistic that they will authorise us to carry out maintenance on their behalf.

On the promotions front, cash has been assigned to advertising our services, printing posters and information sheets and producing promotional gifts. The “Local Government News” issued a sizeable article, which appeared in their October issue. As always, our Area Marketing Executives have been travelling throughout the country, covering ground from Portsmouth to Scotland establishing new contacts and re-establishing old ones.

Overall the organisation can be said to be performing exceedingly well in the face of an unfavourable economic environment. The latest market research suggests that we still occupy a strong position in the market and have every opportunity of continuing to do so. With some of our competitors facing difficulties it is fair to say that we can look ahead with optimism.

As always, we in Marketing welcome ideas, comments, and criticism from throughout DTiELS, so if you have any suggestions, please feel free to pass them on.

ANNUAL STAFF REPORTS

The Annual Staff Reports cycle is with us again. Typist reports have already been completed, with those for AAs and ACOs well on their way. The reports for TETs and TTEs were issued in late October and are due for return to Personnel Section by 8 January 1992. With 343 staff in post in those two grades, it is the biggest number issued in one batch. Overall reporting and countersigning officers are required to complete 711 reports covering all staff in DTiELS. All these reports have to be completed within a fixed timescale.

In common with the rest of the Home Office, DTiELS has set a target for the number of completed reports which, given other constraints, it considers can reasonably be expected to be returned by the due date. Last year, and indeed this year, this target was set at 75% of all reports issued.

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Signed: Steven R. Cole, 22 November 1991
A GLANCE BACK 20 YEARS

Next month is something of an anniversary for LINK as the first DTIELS journal "Intercom" was launched in January 1972. We thought you might like to compare the current thinking with that of 20 years ago.

"Intercom" leading article was about the DTIELS exhibition at Leicester University which was held in 1971. It is interesting to note in the following extract the WARC theme several years before the programme was put into effect.

"This work has been carried on in a context of ever-increasing pressure upon the radio frequency spectrum. This arises partly from new users, such as local broadcasting stations, and partly from the increasing use of mobile radio in the private sector - the current rate of growth in radio-equipped vehicles, excluding police and fire services is about 15% a year.

It also arises from new operational demands arising from realisation of the value and necessity of good communications in present-day conditions. So it is essential that we make the best use of the frequencies available, and there is inevitably a demand for the technology to keep pace with developing equipment that will economise in the use of the spectrum. In this respect, there are two research and development activities being carried out in the Direction:"

First, a research contract with Swansea University for the study of modulation systems which is looking very hopeful. There is a prospect that this will enable a reduction to be made in the bandwidth needed for radio channels, and also improve present multi-station radio schemes. The second is the work being done on the transmission by digital systems to and from radio patrol cars. The use of such systems could increase the efficiency of a radio channel by as much as a factor of 40.

It may well prove adequate for ordinary routine messages of the kind that can get in the way of urgent tactical orders at present.

A contract has been placed with industry for a study which will lead to a large-scale operational experiment in Birmingham and the four surrounding forces. This is a particularly interesting project not only because of its geographical scope, but also because the use of a digital system opens up opportunities for automatic processing for such other purposes as command and control functions."

Aspects of DTIELS other than technical have also changed:

"The Home Office carried out a substantial reorganisation and expansion of the Telecommunications Directorate in 1968 and 1969."

However, it has to be said that some things never change. In his article, the Director of DTIELS, Mr W. F. Nicol, made a plea for contributions from members of the staff of the Directorate to write in "Intercom". He said: "I need to say more!"

AN UP-DATE BY PETER PELOW, QUALITY MANAGER, BISHOPS CLEEVE

Readers will know from Peter Polow's previous article on B55750, which appeared in the July 1990 edition of LINK, how important quality of service to our customers is, in brief, it is the customer's assurance that he is dealing with a conscious and reliable trading organisation.

To meet the demands of B55750, we have to comply with 14 aspects which range from document control through to packaging and delivery. We are seeking registration to these standards for all Operations group activities before the end of 1993, but first, we have to develop procedures and practice our abilities in a working environment.

To this end, it has been decided that the Swindon and Corstorphine Service Centres will be used to run a pilot scheme. When procedures are established we plan to gain registration for the whole of the South West Region before July 1992. When this has been achieved the remaining programme leading to registration will be:

- to seek registration for the Romsey Service Centre before October 1992.
- to seek registration for our remaining Service Centres in the order Cranbrook, Cheveden, Stansted, Bingley and Morley Hill.

A Quality Management System Steering Group, comprising of senior DTIELS officers, has been established to monitor progress and allocate resources. However, to demonstrate just how serious we are about Quality Management, there will also be:

- A project team.
- A quality improvement team.
- Training programmes directed to all levels of staff.
- Local quality representatives.
- Periodic assessments by trained auditors from the project team.

It is also important for us to appreciate that, despite the thorough planning which is taking place, the project team exists to document current working practices and ensure that such practices conform to the requirements of registration under the scheme; it is not within their brief to impose fundamental new procedures or working practices.

Finally, Peter has asked us to print what is stated in B55750 about the involvement of all staff in the process. It reads:"

"While personnel with specific designated responsibilities can be instrumental in the attainment of quality, it should be stressed that it is not these personnel who create quality, they are only part of the quality system. The scope of the quality system encompasses all of the functions and requires the involvement, commitment and effective contribution of ALL personnel in the service organisation to achieve continuous improvement."
QUALITY MANAGEMENT

So it's down to all of us to make DTES efficient and competitive. Thanks are due to many staff who have already made efforts to do just that. We need to continue this effort because if we do not meet the required standard our competitors will benefit. It's as simple as that.

"DESTINATION NOTTINGHAMSHIRE"

RUDDINGTON UPDATE

Bill James: HQ - Relocation Project Officer

The two organised reconnaissance visits to Nottinghamshire were achieved, as scheduled, on 3/4 and 10/11 October.

The photograph above gives a general view of the exhibition information fair on 11 October. Anyone recognise themselves?

There were a few minor hitches in the arrangements for the first visit, such as late preparation of hotel rooms; but these were put right for the second visit. Both visits seemed to be successful as feedback included statements like "Better than anticipated", "Helpful and informative", and "Well organised". In view of this Nigel Finlayson has written to the Chief Executives of Nottinghamshire County Council and Rushcliffe Borough Council and thanked them and their staff for the valuable work in providing the visits and for providing material included in the previously issued information packs.

Both reconnaissance trips included a quick visit to the site of our new HQ at Ruddington. Apart from tufts of grass and a few trees, there was nothing to see on our plot. The photograph below (taken on 29 October by Vic Allison, Stanton) shows a virgin plot. Neither the PH value of the soil nor the nitrogen oxide content of the air are known, but they look OK to me! We will provide photos for future issues of "LINK" so that you can check progress for yourselves.

On a more general note, the new HQ continues on page 5.
continued from page 4

Building lease agreement was signed and exchanged on Friday 1 November and on Monday 4 November Mowiems started work on our plot. They are keen to achieve their undertaking to hand over the completely built building by the end of August '92. We hope the expectation is fulfilled. Meanwhile, planning of the interior of the building (including a staff restaurant area) and of the personnel issues which arise from relocation are proceeding on schedule.

GOOD COMMUNICATIONS

Staff may like to note that the Management Board intend to organise a further round of “Good Communications” presentations to take place after Christmas. Before the rumour factory cranks into action not a 'bad news round, but an opportunity to bring everyone up to date with a number of issues which are of importance to all of us in DTLES. Further details will be circulated early in the New Year.

SPORTS NEWS

RELOCATION . . . WITH A DIFFERENCE!

Malcolm Lockwood, Ken Patterson and Bill Hogg are photographed here with Graham Fan, golf professional, when they played as a team in the Ashfield Notts, pro-am tournament at the renowned Hallinwel Golf Club in September. The DTLES golfing trio were guests of Notts County Council, joint sponsors of the event designed to promote the attractions of Nottinghamshire as a thriving business area. Over 40 companies entered teams and were addressed by the Mayor at the evening prize giving function. No prizes for our boys on this occasion -- although they helped their pro to get the runners-up position-- but they confirm that the grass is certainly greener in Notts!
CAPTION COMPETITION

In view of the success of last year's competition, it seemed a good idea to let you have another go at being witty! Again, alas, there is no spare cash for prizes, but at least the best entries will be published in LINK together with the authors' names (if you want us to).

Photograph number one was taken in 1971 for the first issue of the "Intercom" magazine. Some of you may recognise Derek Theobald and Fred Catterall and we thank them for entering into the spirit of the occasion by permitting us to print this photograph. They both seem very relaxed -- but where are they and are they waiting for something? You might like to take a humorous guess!

The second photograph was, in fact, printed in the December 1990 edition of LINK with the caption "I'll take it if you clean the roof lining!" However, Lord Ferrers, Minister of State, and Ian Royal (TTE II at Cheylesley) might be discussing something entirely different. Have a go at a suggestion, even though the subject is a Home Office Minister!

We look forward to hearing from you (notices to the Editor, DTELS, Room 721, Horseferry House) by 10 January 1992. No holds barred -- so have a try!

PHOTOGRAPH 1

Caption 1

PHOTOGRAPH 2

Caption 2
EDITORIAL

We have tried to present a varied selection of articles in this edition of LINK and we hope you will find something to interest you. The lengthy articles on the proposed Service Management System and the new HQ building at Ruddington look to the future and we will publish more on each topic in future editions. As ever, we plead for articles from those of you who work outside HQ. We will also consider publishing your letters, even if they might be contentious. So let’s hear from you please!

EDITOR (0771 217 8170)

DESTINATION NOTTINGHAMSHIRE

DTELS GETS OFF THE GROUND!

The foundation stone laying ceremony for our new HQ building at Ruddington was held at Ruddington Fields Business Park on 11 December 1991. The regular monthly Management Board meeting was to be held the same day and appropriately, it too was held in Nottinghamshire for the first time.

The photographs show Nigel Ennals performing the ceremony and the Board members – Martin Rosenhead, John Mumford, [Nigel Ennals], Jim Nicholson, Ian Atkin and Bill Hogg providing technical advice on how to do it! Nigel is holding an inscribed silver trowel presented to him by the builders Divisional Director.

Others who attended the ceremony included the Chairman of the Nottinghamshire Council, the Mayor of Rushcliffe Borough Council, and representatives from the builders, the financiers, the Department of the Environment, the Property Services Agency, the Nottinghamshire Development Unit and the Central Office of Information. As some of us will see for ourselves in due course, the foundation stone records that Nigel performed the ceremony on 11 December 1991.

The event marked another milestone within the project programme. The programme remains on schedule for the fitted-out building to be handed over to us at the end of August 1992 and for furniture, equipment, and the majority of staff to be working at the new HQ by the end of October this year. For those affected by the move, now is the time to start a ruthless review of papers, files, drawings and equipment and to close out that which will not be required at Ruddington.

A photograph showing progress on site will be included in the next edition of LINK.

RUDDINGTON PERSONNEL

ISSUES

All the staff who completed relocation questionnaires have now had personal letters, letting them know their position in their case. Basically, all of those who said they were willing to work at Ruddington have been offered a post there – the majority have now accepted the offer and should soon receive their formal notification of posting.

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### MAST RESCUE EXERCISE

Lorie Atkinson, DTELS Safety Adviser

Some valuable lessons were learned from an exercise held at Eggardon Hill, Dorset. Members of the "mutual aid" high mast rescue scheme — the BBC, BT, CAA, ATL (formerly the RAA) and ourselves — staged a realistic practice drill last October at a Dorset County Council-owned site. The twin 56-metre self-supporting single lattice towers are fitted with rest platforms and a "malak" fall arrest system on each of the ladders. Further realism was provided by the use of two dummies. The weather was dry but very foggy.

The exercise involved calling each of the participating organisations for assistance and all responded with their possible arrival times, which varied according to their location. The two organisations offering the shortest arrival times (the BBC and our own survey team from Stanmore) were asked to attend. The BBC arrived within 15 minutes from nearby Rampsham and effected a rescue within 24 minutes. On arrival, the Stanmore rescue team took only slightly longer, 32 minutes, to effect a rescue. There followed a useful discussion in which a representative from Dorset Fire Brigade was involved and new items of rigging kit were demonstrated.

### QUALITY MANAGEMENT

**A STEP FORWARD BY DTELS**

Readers will know from previous issues of LINK that BS 5730 is the customer's assurance that he or she is dealing with a reliable and efficient organisation. Having achieved registration for our maintenance centre operations, we are dedicated to achieving registration under the scheme for all our remaining operations.

Important progress has recently been made in achieving that goal. Peter Peplow (Quality Manager) and Derek Edwards, a member of the QA team, have attended a Lead Assessor's course organised by BSI Quality Assurance. The course is recognised by the Management Board of the Registration Scheme and we congratulate Peter and Derek on successfully completing the Lead Assessor Examination.

Peter tells us that the course was demanding and rewarding. People with an interest in the subject who also attended the course included some students from overseas and management consultants. Thus, the course provided an ideal forum for cross-cultural exchanges.
IMAGE CLOTHING

Fred Cottrell, HG; Marketing Manager

We mentioned briefly in the April 1991 edition of LINK that field evaluations of image clothing had begun. Since then, questionnaires completed by the staff involved have revealed that 80% supported the concept of corporate clothing but that none were completely satisfied with the quality of the materials used in the style of manufacture. Many commented that the finished articles seemed shoddy.

In view of this further specialist advice was sought from the clothing industry and as a result firm specifications for each item of clothing were drawn up. Invitations for

tenders to manufacture the clothing were invited and Compton Webb, a Derbyshire firm who are part of the Coats Vreela group which includes such well-known brands names as Tootal, has been selected. Compton Webb are one of the major suppliers to Marks and Spencer. A letter of intent was signed on 10 February and the contract formalities will be completed in the near future.

The initial supply of clothing will be sufficient to meet DTIELS requirements for two years. Every member of staff will be given the opportunity to receive at least one item of image clothing but special attention will be given to the needs of those who deal direct with our customers or need specialist clothing. Compton Webb will provide a managed system of supplying the clothing direct to the employee, after measurements have been taken. They will keep records of staff's clothing in order to make future replacement as easy as possible from existing stocks held, which will be 10% of the initial supply requirement.

As to the future, Compton Webb will begin measuring staff and will start their itinerary of visits to Service Centres etc. on 5 March. The clothing will be ready by the 13 July and a van will service the staff, thereafter, be operated by Compton Webb, who will again visit Service Centres etc. to ensure that staff can use the guidance and report immediately any problems direct to them.

(Editor's note: So let's not cut too much chocolate over Easter.)

MORE ABOUT THE SERVICE MANAGEMENT SYSTEM

Readers will know from the report on the DTIELS conference, which appeared in the December issue of LINK, that a far-reaching new computer system called the Service Management System (SMS) is being planned for DTIELS. In addition, some of you will have seen Steven Cole's green-covered discussion document which was distributed in October 1991 which explains the concept in more detail.

However, we make no apologies for writing more about the project because, in one way or another, it will affect current work practices in all Service and Local Service Centres, as well as many of those at Ruddington.

The SMS will bring many benefits to DTIELS which will justify the cost and the initial inevitable disturbance to our work practices. Some of the benefits will be:

- a speedier and more efficient service to the customer
- centrally held stores inventory management of stocks held and their condition which would be accessible also at Regional and Local level. The inventory will also show their rate of use and enable us to carry fewer items of stocks
- the possibility of automating stock replenishment through direct 'on-line' ordering from suppliers
- provide us with a better and more professional working image since all maintenance, installation and services will be recorded centrally - thus permitting efficient monitoring and tracing of calls and commitments throughout the whole process. A good image is, of course, essential in a competitive market place
- we will be able to provide a better service to customers by storing past and future information about their contracted call-out times and by retrieving information from the computer to analyse our success rate in meeting contractual obligations
- the availability of common information to all levels of DTIELS customer-serving locations will facilitate the assignment of suitable staff and equipment to undertake particular jobs
- enhance our capability to meet the requirements of BS 5750 (Quality Management) to which we are committed
- establish a centrally held inventory of customers' equipment which will enable us, at any appropriate level of customer service, to readily identify the type and quantity of equipment which a particular customer has, and the work history of each item
- provide the facility to retrieve and analyse costing data which will result in greater accuracy of tenders drawn up in conjunction for contracts and for any other costing exercise
- a general improvement in management of staff, resources and commitments
- DTIELS cash-flow will be improved by the facility to prepare and dispatch bills more quickly
- enhance our job satisfaction particularly to those operating at Local Service Centre levels.

The system which will have a phased implementation will provide a 24-hour service for 365 days of each year. It will consist of a centralised minicomputer at Ruddington, where the staff will gain access to the system via a structured Local Area Network (LAN). There will be terminals at each Regional Service Centre, Area Offices, Central Stores and the Kippax Maintenance Centre. Local Service Centres will be linked to a Regional

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Brian Albon Retires

After a Civil Service career of almost 19 years – the last 16 of which were spent in DTELS – Brian began a well-earned retirement at the end of December last.

Brian began his career with the Post Office Telecommunications Division as a "youth in training" (was he really a youth once?). Following a period of national service, where he developed his skills on ground radar and radio systems, he joined the Ministry of Defence where he put those skills to use before he was appointed to DTELS. He was initially responsible as an STC for a team of engineers whose task was the design and development of Home Office sponsored radio sites throughout England and Wales.

The major task which distinguished his final years in DTELS was his role as assistant project manager and design co-ordinator for the WARC 1979 frequency conversion programme. On the very successful completion of this programme he continued the development and application of project management techniques within DTELS.

Clearly he has suffered withdrawal symptoms as he has now purchased his own personal computer to allow him to use the skills he developed while with DTELS. We hope he is also finding time to put down a few good woods on the bowling green.

Have a happy retirement Brian!

Caption Competition Result

We received a varied selection of entries to the caption competition which we set in the Christmas edition of LINK and – perhaps surprisingly – they were all printable (well, almost all anyway!) We gave Jim Nicholson (Head of France, Manpower and Stores) the unenviable task of selecting the best entries because we thought he could do with a little light relief from his usual very serious duties! Jim liked the following entries:

Winner

"I reckon I'll get promotion before you 'cause I've already got spots on my tie!"

(Dale Walker, Stores Section, HQ.)

Runner-up

"How much longer till we've got 5 hours in?"

(Vincent Pickup, West Midlands Service Centre.)

Winner

"Yes we managed to local purchase the whole car on the spares vote without Henry Osborne suspecting a thing!"

(Miles Dexter, Stores Section, HQ.)

Runner-up

"But shouldn't the aerial be on the outside, Brian?"

(Dave Humphreys, Tavistock Service Centre.)

Congratulations to Dale, Vincent, Miles and David – but don't hold your breath waiting for a cash prize! You will have to be content with the celebrity status of a mention in LINK!
EDITORIAL

We have left ourselves rather short of space for the Editorial – so we’ll let the articles speak for themselves! However, don’t miss the humorous one by Mick Tozer or the chance to win a few puns by naming the new HQ building at Ruddington – and don’t forget we are always prepared to print your letters to the Editor.

EDITOR (071 217 8170)

MARKETING NEWS

DTELS HITS BACK

Tony Cavaldoro, Marketing Section

Many thought that the loss of Thames Valley Police to Serco spelt the beginning of the end for DTELS. One of our largest customers, with whom we had always enjoyed a good relationship, Thames Valley was a terrible blow. However, the reality of the situation is that something like that had to happen as our competitors are desperate to grab a share in the lucrative emergency services market. This situation virtually repeated itself with the disappointing loss of Humberside Police, another sizeable contract.

Despite these not inconceivable setbacks, DTELS has continued to plug away. The results look very promising and we have secured all other maintenance contracts that went to tender at the end of March 1992, which is a notable achievement. This means that DTELS remains the market leader – still by a very long chalk. Indeed a number of our customers, such as Regional Crime Squads, have indicated that they are delighted with DTELS services and have signed long term contracts, securing that business for five years. More customers may well be tempted to take advantage of the added security that this option offers.

Better still have been the encouraging gains made, most notably in the ambulance sector. Already this year, no fewer than nine have signed maintenance contracts with DTELS, bringing the total to 12. This means that DTELS is now one of the largest providers of mobile radio in the country. For the first time in its 12 month history, it is hoped that this growth can be built on and our influence in this market segment increased further. Another hopeful sign is the continuing growth of the DTELS customer base.

In March, DTELS signed an agreement with Zetron UK. This provides for DTELS to install and maintain Zetron’s radio control equipment. Both organisations look forward to benefitting from this arrangement. Similarly, contracts look set to go ahead with Cyfas and Loom.

Finally, DTELS profile is being raised in a planned fashion. An advertisement has been placed in the Institute of Electrical Engineers Journal and another is set to appear in Fire magazine. An assessment is being made of DTELS options in this area so that the company can be placed in a more structured fashion in the coming year. A set of purpose written information sheets have been produced for engineering consultancy. Consideration is also being given to the production of a number of promotional items bearing the DTELS logo as well as corporate clothing. A number of articles have appeared in the press, most notably a lengthy piece in the Financial Times. Several more are to be published, including a thorough account of DTELS services for inclusion in the Dicta Handbook.

STOP PRESS

We have just received the news that DTELS has won a three-year contract to provide the maintenance of telecommunications equipment for Trent Regional Health Authority, this includes the Ambulance Services of South Yorkshire, Derbyshire, Lincolnshire, Leicestershire and Nottinghamshire. More details will be in the next issue.

The Communications Business of The Home Office
PROFILES

BILL ROBERTS

The photograph shows Bill Roberts, a former technician at the Marley Hill Service Centre, receiving the Imperial Service Medal from Fred Williamson, Regional Service Manager.

Bill was a technician at Marley Hill for 30 years until his retirement in July 1990. Curiously, a year or so after leaving the Merchant Navy in 1949, Bill had the choice of working for the Home Office or joining Marconi. He chose the latter but saw the light some ten years later when, in 1961, he began his service at Marley Hill.

Bill tells us he enjoyed his 30 years with DTELS and we congratulate him on his long and loyal service. Readers with an interest in history may be interested to know that the medal was introduced in 1904 by King Edward VII for award to civil servants in recognition of more than 25 years committed service.

We wish Mr and Mrs Roberts, both keen and successful gardeners, many more happy and active years together.

ISM PRESENTED TO

SYD TROTMAN

Congratulations to Syd Trotman, a retired SOG 'D', on the award of the Imperial Service Medal in recognition of his long and meritorious public service. The presentation was made by Henry Osborne, Superintendent of Stores, on 6 March when the photograph of Syd and his wife Margaret was taken.

Mr Trotman began his public service career in 1964 as an Assistant Storekeeper with the Directorate of Overseas Surveys. He was promoted to Storekeeper in 1969 and to SOG 'D' in 1976. Syd joined DTELS HQ in 1984, initially as a member of the Stores Audit Team; he then changed jobs and ran the HQ Stores in Horseferry House until his retirement in May 1990.

Despite (or because of?) the fact that Syd is a Wimbledon FC supporter, he and Margaret now live in East Anglia. We wish them both many more happy retirement years together.

HISTORICAL FEATURE

50 YEARS AGO...

Mr W R Bayman, a former DTELS employee, wrote recently to Nigel Finlayson to remind us that the Bilinge Regional Service Centre celebrated its 50th birthday on 14 May 1992. Mr Bayman joined Bilinge in 1942, some five weeks after it had opened, and remained there until his retirement in 1973. He retains a keen interest in DTELS. He has told us of the unpleasant situation in the Bilinge area during World War II - bombs, no lights and no sign posts - and his memory is remarkable in that he is able to name seven of the original staff at Bilinge who, as Mr Bayman puts it, were pioneers.

The photograph shows a bird's eye view (or should it be the Luftwaffe's eye view?) of Bilinge. Mr Bayman is also able to recall that the transmitter at Bilinge in those days was a GPO type, 1kw carrier wave, 600 watt speech mode, the call sign was MXB which covered all police forces in the area.

Bayman's letter, that in those days the Bilinge area covered North Wales and Carlisle and Barrow as well as Cheshire and Lancashire. So with Bilinge resuming responsibility for North Wales after the closure of Colwyn Bay Sub-depot in 1990, history has almost come full circle.

We are grateful to Mr Bayman for taking the trouble to write to us, and we would be pleased to devote space to other long serving or retired DTELS staff who have interesting events to recall.
"An annual, three-day orgy of total indulgence and entertainment."

Now that I have your attention...!

One of the major events in Nottingham's calendar is the annual Goose Fair. The origins of this spectacular show are lost in the mists of time. According to legend hundreds of geese were driven from Norfolk and Lincoln to be sold in Nottingham at the Autumn Fair, and that is where the name is derived from. The Charter of King Edward I, the first charter to refer to the city fairs, makes plain that a fair on the Feast of St Matthew (21 September) was already established in Nottingham in 1284. The Fair, until 1752, was always held on St Matthew's Day so it is possible that today's Fair is descended from that.

The Danes had a settlement in Nottingham and quite likely they established a market. Markets and fairs are known to have common origins and possibly the Danes had a fair too. So, it is just possible that Goose Fair could have its roots in an event which occurred more than a thousand years ago.

This Fair, as with all long-standing and traditional fairs, was originally for trade. Autumn fairs were for stocking up for the long, cold nights of winter and for a last chance of fun and socialising for the year. With the coming of the railways, the need to prepare for winter diminished.

Transportation was readily available and the countryside was no longer so isolated. The Fair was not looked on for entertainment until very recent times when it developed into the biggest free show in the country.

Starting at noon on the first Thursday of October through to the Saturday, the Fair explodes in a cacophony of sight and sound and with over 90 rides, 200 games stalls and 400 other stalls selling everything from hotdogs, mushy peas and gingerbread to T-shirts – not to mention the dozen or so side stalls catering on the tradition of fairground entertainment. catering for children of all ages (from 1 to 95) – it could easily take all three days to see the whole show. So go on, indulge yourself!
QUALITY MANAGEMENT

BS5750: NEW QUALITY MANAGER

David Waspe, Training Manager, has been appointed DTELS Quality Manager with effect from 27 April 1992, and we wish David every success in steering DTELS towards the registration of all our Operations Group activities under the scheme.

The significance of BS5750 is well illustrated in this extract from the Financial Times:

"While just over 7 per cent of UK companies are wound up every year, only 0.2 per cent of BS5750 companies fail."

No further comment on the importance of the scheme to DTELS seems necessary.

DESTINATION NOTTINGHAMSHIRE

NAME OUR NEW HQ AND WIN SOME MONEY!!

Bill James: HQ – Relocation Project Officer

The photograph, taken on 27 April of our new HQ building at Ruddington might give the impression that the work is almost finished – not so. Once the roof is completed, fitting-out work will continue until the end of August when the building will be handed over to us. During the following six weeks the principal tasks will be to identify and correct any works snags and complete the installation of the intruder detection system. The furniture will then be installed and although it will be provided by various suppliers, most of it will come from the firm which installed the ultra-modern desk and storage units in Personnel Section, Horseferry House. The new style furniture is proving to be popular with the staff.

Now to the important bit – we need a name for our new HQ. All that has been decided so far is that part of the postal address will be "Ruddington Fields Business Park, RUDDINGTON, Nottingham NG11 6LU" and we understand that the Rushcliffe Borough Council is currently considering names for roads within the Park. That leaves a name for our building to be decided. DTELS House is, of course, a possibility but, judging by the imaginative entries to our Christmas caption competitions, we feel certain that you will have ideas on the subject. On the grounds that the name of the building could have an indirect marketing value, the Home Office has agreed that the winning entry to the competition is eligible for monetary award; the money will come from the Home Office Staff Suggestion Scheme; but the competition will be judged by DTELS. Entries should reach me (Bill James) in room 764, Horseferry House by 3 July 1992.

The remainder of the relocation exercise is on schedule. On 10 March Establishment Division 1 were given formal notification of the planned sequence for vacating offices now occupied by posts to be relocated to Ruddington. Offices at Stanmore, Bishops Cleeve and Weyhill are planned to be vacated on 9 October and those at Horseferry House on 16 October. Relocated staff will take up their posts at the new HQ on 12 and 19 October respectively.

LETTERS TO THE EDITOR

We are grateful to Tony Hulme, Engineering Consultancy Group 1, for writing the following:

"In the article about tower rescue by Lauree Atkinson, in LINK issue 5, reference is made to the survey team from Stanmore.

"During the past two years or so the work of the team has changed such that the old name is no longer appropriate; we have therefore re-named them the Engineering Support Team or EST for short.

"So that everyone is aware of the change I would be grateful if you would print a correction in the next issue."

Our apologies, Tony – the Editor has now been made to write out the Team’s correct title 100 times!
EDITORIAL

We include in this last edition of LINK from Horseferry House possibly the saddest article to appear during the 20 year history of DTELS newsletters – an obituary on Glenn Goodman.

This edition marks the end of the present editorial team which has lasted (more by luck than judgement!) for two years. We wish our successors at Ruddington as much pleasure as we have had from our editorial duties and ask you to support them by providing articles or letters for publication.

Look out for the next edition of LINK later in the year when the relocated staff (and the dust!) have settled at Ruddington.

EDITOR (071 217 8170)

AN APPRECIATION

As this is the last edition of LINK with which he will be involved, it is appropriate to acknowledge the contribution Peter Hazelgrove has made as editor over the last two years to maintaining and developing the newsletter.

Thank you Peter for your commitment to producing regular and readable editions over that period. Best wishes in your new post.

K. O'SULLIVAN

OBITUARY

GLENN GOODMAN

It normally falls to the editorial team to record pleasant personal news about DTELS employees - such as awards, retirements or appointments. The regret we feel at recording the death of Glenn is therefore that much more felt; and, because Glenn was one of our own, neither can we feel anything but appalled at the tragic circumstances of his death.

Everyone in DTELS, especially at Kippax, was stunned by the news of the death of this very popular storeman/driver. In the four months that Glenn had worked for DTELS he had made many friends at Kippax and at the various places where his work took him. His sense of duty extended beyond DTELS and it was in connection with his duties as a Special Constable with the North Yorkshire Police that Glenn was murdered by a terrorist on 7 June.

Our heart-felt sympathy and hopes for the future go to his widow and ten-month old son. Fittingly, a memorial service was held at Selby Abbey on 24 June at which the Home Office was represented by Lord Ferrers and Nigel Finlayson, the Head of DTELS. In addition, the North Yorkshire Police have launched an appeal to establish a trust fund for Mrs Goodman and her son, and an appeal has been made throughout the Home Office for contributions for that fund. We hope that the income resulting from the fund will provide the family with some security as they face the future at what must be a very difficult time for them.

NEW BUSINESS

ANOTHER STEP FORWARD FOR DTELS

Michael Leach, Eastern Area Marketing Executive

On 27 May 1992 DTELS forged another link with a manufacturer to provide maintenance and installation services. The photograph shows the signing of the agreement between DTELS and Icom (UK) Ltd, which took place at Horseferry House where DTELS were represented by Nigel Finlayson, Fred Catterall and Michael Leach.

continued on page 2
NEW BUSINESS

Icom (UK) Ltd. are the UK distributors for the Icom Company based in Japan and in recent years they have been making inroads into supplying the essential services with hand portable equipment; they are of the opinion that their future opportunities will be greatly enhanced with DTELS providing maintenance support. Icom will also be looking to provide mobile equipment to a wider range of markets where DTELS will also provide the maintenance support from the warranty period onwards. Installation services are included in the agreement for mobile equipment and, should the need arise, for fixed installations where Icom have secured a ‘turnkey contract’.

In reaching a final agreement, many DTELS staff were involved in the negotiations with Maintenance Units and Operations who are rarely mentioned but, without their invaluable support these successes would never take place.

DESTINATION NOTTINGHAMSHIRE

FINAL RUDDINGTON UPDATE

Bill James, HQ – Relocation Project Officer

Firstly, thank you for your entries to our name-the-new-building competition; most were printable and those that weren’t caused a few chuckles. Incidentally, shame on the person who suggested ‘Bamum and Bailey Communications’ – we deal in circuits not circus!

The Relocation Steering Group considered the 22 entries (some multiple) against the criteria of:

- marketability
- reflection of our background and the technology
- pronounceability and protection against distortion.

They concluded that, as good and imaginative as many entries were, none met the criteria so well as ‘DTELS House’ in that:

- it repeats the message DTELS
- it suggests our background

- it lets our customers know that we ‘own’ our new building.

So there it is – ‘DTELS House’. As you will see from the photograph – taken in mid-July – the project is still on target and DTELS House will be handed over to us on 1 September 1992; staff will be at their desks by 19 October.

As this is my final relocation article, may I wish all of you who will be working there trouble-free moves. We feel certain you will like the new building and its beautiful surroundings – 184,000 trees and shrubs, to quote one of many attractive statistics. Too many, shabby Horseferry House will soon seem like a nightmare!

COMMUNICATIONS IN PUBLIC SAFETY 1992

Tony Cavaldoro, Marketing Section

The Communications in Public Safety (CIPS) was the first that DTELS had attended for some time. It was chosen because it attracted visitors from our traditional markets and the new areas that DTELS will be exploring in the coming years. Furthermore, we knew that virtually all our customers would be there.

The show and its associated conference turned out to be a great success, and was attended by considerably more visitors than last year’s event. Once the coffee percolator had been sorted out everything went smoothly. DTELS modest site (photographed here) proved to be of interest to a surprisingly healthy number of delegates, attracting more attention than many of the larger and more lavish stands.

Our four marketing executives were kept busy and they agreed that our presence at the show had been a useful exercise. Contact was made with new, potential and existing customers, as well as representatives of the many manufacturers with whom DTELS now has maintenance agreements. There is reason to hope that some of these contacts will lead to solid business opportunities for DTELS. In the meantime the information gathered is being analysed and collated. It is hoped that next year will see DTELS return to the show. With this years experience of exhibiting, we can confidently look forward to an even more successful production next time around.

MARKETING NEWS

IT NEWS

NEW HEADQUARTERS

INFORMATION TECHNOLOGY (IT) PLANNING

Steven R Cole, DTELS IT Manager

The long awaited move to Ruddington offers the first real opportunity to assess, plan and implement a co-ordinated approach to IT encompassing Voice, Data and Fax. The proposed solution must be rational, flexible, efficient and cost-effective that not only meets existing business needs, but has sufficient expansion capability to cater for foreseeable long-term demands. To this end, substantial funds were allocated by the Steering Group last year, to equip the new headquarters with the latest technology.

It is envisaged that most headquarters staff will either have a dumb terminal or an IBM compatible PC according to their...
needs; the majority of which are expected to be met by the re-distribution of existing IT resources within the four locations affected by the relocation to Ruddington.

STRUCTURED CABLING & POWER DISTRIBUTION SYSTEM

Given the extensive use of computer flooring throughout, a three-compartment trunk separately carrying Voice, Data and Power has been laid throughout the building strategically linking up to some 140 'flush mounted' floor outlet boxes and 70 future expansion points; each box providing two 13A power, Data and telephone sockets. A Structured Cabling System based on the AT&T PDS System has been installed using multiple Unshielded Twisted Pair (UTP) to provide all necessary voice and data interconnection, supported by a 'Powerplan' power distribution system enabling mains power to be readily obtained at 300mm intervals to fixed points, such as workbenches and racks.

Every voice and data socket will be readily configurable by the Systems Manager from one of two equipment racks using patching cords. The racks enable each Data socket to be configured for either connections to the appropriate Novell or Unix Local Area Network (LAN), or one RS232 connection where Dumb terminals or PCs running terminal emulation are to be connected to a conventional port, such as a modem or GDN Network Access Point. Each voice socket will be a fully configurable connection to the PABX.

The installation readily interfaces with the new style 'electrically managed' furniture being procured from Paragon to enable greater flexibility and utilisation of available floor space and conforms to known British Standards, including BS5717/9 due to come into force in January 1993 governing VDU working environment and practices.

VOICE COMMUNICATIONS

A fully featured digital PABX is to be installed in early September that offers connection to both analogue and digital instruments, with expansion capability to enable leased line, data circuits such as ISDN-2/GDN and fax traffic to be incorporated as required. A telephone receptionist will front all incoming calls not made via Direct Dial Incoming (DDI).

System features include:
- a 'main order' type facility to facilitate rapid handling of customer calls
- full call logging to facilitate monitoring of call expenditure and traffic
- the facility to route fax traffic to dedicated incoming and outgoing machines.

The viability of the GTN connection is to be considered after relocation has taken place.

Other possible options being explored include:
- the provision to interface a basic on-site page system for key staff, thus avoiding intruding public address announcements
- linking the fax service to the HQ LAN, to enable greater flexibility in information storage.

A BRIEF PROFILE

ROGER TUCKLEY'S NEW APPOINTMENT

Congratulations to Roger Tuckley, who recently took up post officially as Area Manager East after filling the post on temporary promotion for some months prior to that.

Roger joined DTELS in 1973 and was posted to Colwyn Bay Sub-Depot. The next four years saw him working at Rochester Row (London), Siddypark (where he was employed on London Fire Brigade equipment), Nantwich Local Service Centre (Chester) and then, as Senior Wireless Technician, Harrow, London Region. In 1982 he was promoted to TTE1 and served at HQ, supervising contractors who were carrying out VHF surveys from all hill top sites and, later, aerial designs for the WARC programme. In 1989 Roger was promoted again and became the Regional Service Manager at the Cranbrook Service Centre.

We should also mention that before joining DTELS, Roger served for 11 years in the Royal Navy. We feel certain that his present post won't all be plain sailing!

NEW BUSINESS

MORE ABOUT THE TREN T PURCHASING AGENCY CONTRACT

Mick Price, Northern Area Marketing Executive

In the last edition of LINK we featured as a 'Stop Press' a brief note stating that we had won the contract for the maintenance of five ambulance services in the East Midlands. We can now confirm this news in more detail and, with some delight, announce that from 1 April, DTELS has been providing maintenance to the Derbyshire, Leicestershire, Lincolnshire, Nottinghamshire and South Yorkshire Ambulance Services.

The contract was awarded following the issue of an Invitation to Tender from the Trent Purchasing Agency. This organisation, which is based near Somercotes in Derbyshire, looks after the purchasing requirements for NHS units in the Trent Heath Region. We consider the Trent Purchasing Agency to be an important organisation and we are proud of their show of confidence in DTELS.

In this particular contract the time allowed between the award and the actual commencement of work was short which meant that the technical staff at the sharp end had little opportunity to get to know their new customers - they had to get on with the job. However, Terry Hall (Regional Service Manager, East Midlands Service Centre) and his staff rose to the challenge, hastily visiting all of the individual Ambulance Services, performing introductions and familiarising themselves

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Continued from page 3

with the new systems and the particular maintenance requirements of each new customer.

DTELS continues to make inroads into the Ambulance Sector with each new satisfied customer enjoying our traditional high standard of service. We hope that this situation will be repeated in the Trent area; and if first impressions are to be believed, it will!

Malcolm Littlewood (Trent Purchasing Agency) and Mick Price.

NEW BUSINESS

We have in recent editions of LINK promised that we would consider printing your letters, even though they might be contentious. The following is from David Greenwood, Weyhill Maintenance Planning Centre:

"With reference to the article in issue 6 of the 'Comic Cuts' headed 'DTELS hits back', and in particular the comments re the loss of Thames Valley and Humberside Police contracts set against winning the Ambulance Services.

"The Police contracts put together were worth in the region of £400,000 to £500,000 whilst the Ambulance Services are worth a maximum of £20,000 each (maximum £240,000) though not all of them are, and the total is therefore less. As our engineers are struggling to repair the very old equipments with minimal support within the price quoted, and in some cases it is doubtful as to whether they are succeeding there is just no comparison."

In fairness we give the author of the article, Tony Cavadore, Marketing Section the opportunity to comment. He has replied:

"Firstly, I should like to thank Mr Greenwood for his observations. There are, however, a few points that I feel are worth clearing up:

"At no point in the ‘DTELS Hits Back’ article is it stated that the value of new contracts won was equal to that of those lost. The piece simply aimed to point out that DTELS is making inroads to new sectors, and that this is helping to offset losses made elsewhere. It must be said, however, that in terms of the market potential DTELS’ gains in the Ambulance sector may prove to be worth considerably more in the long term. While the Police and Fire sector market is completely saturated others, including Ambulance Services and County Councils are not, and as such point the way forward.

"Given that our competitors are prepared to accept minimal profits to gain a foothold in the Police/Fire sector, the departure of some of our value customers is sadly inevitable. However, given that there are no 'free lunches' out there, we can assume that more realistic quotations will be supplied in future tender actions, and we can be hopeful of regaining some of those contracts recently lost. Durham Fire Brigade’s return to DTELS illustrates that a contract, though lost, can be won back.

"I also feel that it should be noted that in the case of the Thames Valley and Humberside Police, as with all existing contracts, every effort was made to secure the business, both by those who provided the service and those involved in the tender negotiations."

"Thank you, David and Tony, for your contributions — perhaps some of our readers would like to develop this topic further. Let’s hear from you!"

LETTERS TO THE EDITOR

JUST WHOSE SIDE IS DTELS ON?

Well done to Bev Hinds (Personnel Section, HQ) who scored eight times in the Home Office Sports Day seven-a-side competition held on 30 June at the Civil Service Sports Ground at Chiswick. Bev (known as ‘sinner’ because of his goal scoring feats) had the unusual distinction of playing for two teams in the same competition, an STG team from Horseferry House and a Private Office team. Fortunately, the teams avoided each other and reached the quarter finals, when they both lost. The STG team lost to a side from Feltham Remand Centre; and as Prison Department teams are noted for their footballing ability, it was certainly no disgrace.

It is also worth recording as a footnote that Peter Caddock, a former DTELS employee, also played for the STG team. Well done lads!

SPORTS NEWS

DTELS FOILS EVERYBODY!

We featured an article in LINK No 2 on Dale Walker (Compliance and Stores Auditor, HQ) who had achieved significant success in the world of fencing. Readers will be pleased to know that, for the second successive year, Dale has won the Ladies Foil Event at the Civil Service Fencing Championship held at Cheshington in June.

We wish her every success in next year’s championships — we’re sure she’ll have a stab at it!

STOP PRESS

We have just received the important and exciting news that Shapwick region has gained registration under BS5750 Pt.2. More to follow in the next edition.
EDITORIAL

This edition of LINK contains articles on Privatisation and the future of DTELS post recession (9), and we look forward to April for the Official Opening Ceremony of DTELS House. (God bless this building and all who slave in it)

Conveniently, the vast shortage of articles received for this issue has left room for a number of photographs in and around the building, so that those who have not yet had a need to visit Ruddington can see for themselves what all the fuss was about.

So far DTELS House has caused us very few problems. The heating system can be somewhat erratic, and the automatic front door keeps opening when no one is there. It has such a sensitive detector that it has ‘seen’:

1. rain drops (wet reception),

2. wobbling of a rain cover in high winds that was supposed to cure 1. (cold reception) and,

3. we have a promise from the door engineer that it will also open for snow flurries (snowman building competition to be announced)

Fortunately our two receptionists are a hardy pair and seldom moan. Or is it the additional fan heater, a constant supply of hot drinks and the extra layers of warm clothing?

Still, the one consolation is that we appear to be water tight and the exposed position of the building on the edge of a still under construction Country Park, has not yet caused us to lose our roof. (just a ventilator rain cover and half a dozen tiles) Who knows what awaits us!

The newly formed DTELS House Social Committee ran an excellent Christmas Party and are planning more functions and outings in the near future. I am told that there is talk of lunch time aerobics and other fitness type activities. The lethargic amongst us had better watch out!

Phil Waghorn

A WELCOME VISIT

Bill James, who was in charge of the relocation project which secured our new HQ in Ruddington, made a welcome visit on 20 January. He has been off ill recently and it was good to see him again.

As we come increasingly to appreciate what an asset the new building is, our thanks go to Bill for:

- choosing Nottingham (I suspect that I may be reopening a debate, but I know that we have all found Nottingham a pleasant and welcoming base)

- persuading the Department and the Treasury of the wisdom of the move (not easy: ask our colleagues in the Prison Service)

- getting the building up and ready, fitted and furnished, bang on target for the move last October.

Proof of how quickly things move on, many of the faces in Ruddington were new to Bill. There were, however, many friends and former colleagues whom Bill was glad to meet as he toured the building (getting lost only once - in Nigel’s room!).

He commented on the businesslike and positive attitude which he saw around him. He can be proud that much of this is down to the pleasant working environment with which he has provided us.

The Communications

Business of

The Home Office
Although the new headquarters building is now fully operational, there has, as yet, been no formal, official opening event. Such an event is planned, and the arrangements are currently in hand.

As is customary, with official openings it will happen quite some time after the building has been operational. Set for April, we hope that the occasion will see Chief Police, Fire and Ambulance Officers, as well as senior Home Office representatives and other major clients visiting the new building. The actual opening itself will be carried out by a prominent Home Office Minister, watch this space for details as they are finalised.

The actual speech and unveiling of the commemorative plaque will take place in room 22, originally designated the NAMAS lab. From there, after a press call, delegates will move to a marquee set up on the grass behind the building (around the fountain), where a buffet lunch will be served. The remainder of the day will see our guests taken in groups, on tours of the building, chaperoned by DTELS staff.

At this stage we are planning to showcase some of the facilities that we have at DTELS house by arranging an exhibition of our consultancy capabilities and, possibly set up some live demos of our training centre.

The event represents far more than a ceremonial cosmetic exercise, it serves a very real and necessary purpose. It provides us with a unique opportunity to instill confidence in the organisation in the minds of the most influential individuals in our core client base. It is therefore a critical exercise that will help to shape and develop DTELS trading position.

Iain Aitken.

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Letter to the Editor from Lyn Williams

In September 1992, ministers accepted the DETLS management proposal that DETLS should be privatised. The decision to make this recommendation was made by DETLS management as a result of a study by Dr Norma Wood, an "independent" consultant. DETLS management have stated that the decision to recommend privatisation was based solely in the long term interest of the organisation and that political considerations were not a factor. In the light of this statement it is interesting to reflect on several basic questions.

1. Under "Next Steps" and the drive to privatise public services, those activities that are service orientated and have an existing "commercial" counterpart have been identified as early targets. To date these have included cleaning, catering, security, and others. Does the existence of such organisations as Serco, Phillips, Motorola, etc., place DETLS in the same category?

2. The study by Dr Wood required the production of a plan that would ensure the viability and profitability of the organisation into the next decade. Given that DETLS is a Civil Service Department and, as such, was not designed or constructed to be profitable, could a conclusion other than privatisation have been reached?

3. Is it likely that a consultant, paid by the Government, would produce a report opposed to known Government policy?

4. The fact that DETLS is a Government organisation supported (or at least underwritten) by Government funds is, without doubt, a substantial incentive when decisions about awarding contracts are made. How will privatisation affect such decisions given that DETLS will be no better placed than its competitors in this respect?

5. There is substantial pressure to retain Civil Service terms and conditions post privatisation. This would be a significant overhead for a company in a highly competitive market. How is this problem to be resolved?

6. It has been suggested that "legal safeguards" would be in place post sale so that DETLS could not be sold on or asset stripped. Does this mean that the purchasers right to manage will have been removed? Will the shareholders of the purchasing company have the right to sell shares in, say, a takeover situation?

These questions relate to the motives and the possible practical problems surrounding privatisation.

CAN THE PROBLEMS BE SOLVED IF THE MOTIVES ARE FALSE
MARKETING 1993

What with relocation to a new building and some notable successes in 1992, the dawning of the new year ought to have brought with it some generous dollops of optimism. The country wide, even world wide recession that we keep hearing about may however lead one to suspect that the confidence might not be as contagious as we hoped. Personally a reverse header off a bar stool shortly before Big Ben did his stuff could mean only one thing. Economic revitalisation, a shortening of the trade deficit, a sunny September and an outright ban on brussel sprouts. And a headache.

So what can DTELS expect from 1993. A massive New Year hangover, or a nice platform from which to build for the changes that lie ahead? Obviously, I would hope the latter will apply. At the moment, with a number of our clients up for contract renewal Little is really certain. There are however a number of hopeful pointers that would seem to suggest that DTELS will continue to fare well.

The recession didn’t really leave teeth marks on DTELS core business, simply because the sectors in which we are strongest are largely immune to economic fluctuations. The bottom line is that the Emergency Services are not going to declare bankrupt. (Keep well clear of Millwall on a Saturday afternoon if I’m proved wrong). Other companies, our competitors included, have had to face a loss of business due to their clients falling, rather than their own. Because of this we have been able to outperform the competition. What it has meant however is that new services that we may be able to promote to a wider market will only really catch on when the wider economic picture improves, sometime this year. For example electrical safety checks and physical radio site surveys may well prove to be of interest to Local Authorities and private companies once they can afford to commit their resources to these areas.

Secondly, we have had some notable success in securing customers on longer term contracts. Leicestershire Fire, for example are now contracted to DTELS until 1996! This comes as a direct result of the quality of service that our clients enjoy and I think proves the worth of the great efforts being made in achieving SS5750 registration. So, while a large portion of our business is not at risk we can hopefully concentrate on breaking new ground and perhaps re-securing old and valued clients who have moved elsewhere.

Thirdly, I think that we are pushing forward a better image of ourselves. Corporate clothing should soon be issued to various corners of the organisation, and more DTELS branded articles than ever are in circulation. This year we hope to commit resources to a twelve month advertising campaign. A new and updated brochure is being prepared. We are looking to purchase some smart display units to set up a permanent display at Ruddington and to take on the road to exhibitions. After our successful attendance at Communications in Public Safety 1992 we will more than likely be exhibiting, with an improved stand, at the 1993 event. The service management and call handling systems should ensure that clients are treated to the most efficient services available, while our new client care programme looks set to emerge in this first quarter of the year.

PR experts are being consulted to assist with the development of our image building. A major opening is planned for the new building which will see hordes of the most senior Police, Fire and Ambulance Officers in the UK descending on Ruddington for the day, providing an ideal opportunity to showcase some of the facilities offered by the new site and to discuss the services that we provide with the most influential movers in the market.

Finally, new faces with new ideas will shortly be popping up around the marketing department. This should provide the fresh approach and depth of resources that we need to buck up our business strategy.

So, next new year, when I’m lying there wondering just why bar stools are so far off the ground, I’ll probably be kissing goodbye to a year that has seen a number of notable successes for DTELS. And, more importantly Scotland qualifying for the World Cup.

Party on!

TONY CAVALDORO

STOP PRESS

DTELS wins major British Rail Contract.

Further details in next issue.
EDITORIAL

Welcome to the 9th addition of Link. I'm very pleased to have had the opportunity to edit this edition of Link as it has given me the chance to meet a few more DTELS faces and to visit some of the more distant locations. (OK so Kippax isn't that distant - but I've never been there before).

Having worked for the 'Company' for just less than 6 months my introduction has been both interesting and revealing and as a member of the marketing team I've been fortunate to have been involved in a number of very exciting projects.

My first month was entirely taken up with the Official Launch of DTELS House at Ruddington which successfully took place on 2nd April. I can only apologise to our receptionist Glenda, again, for having subjected her to the continuous rehearsal.

This was followed by the development of the marketing plans for advertising and exhibitions with our first exhibition at Esher in June. We had the chance to try out some new display equipment and to talk to customers and competitors alike about the future of DTELS, which of course interests everyone.

On the business front, the BR contract was welcome news as was the awarding of CRAM approval for the DOPRA DS1000. We have also announced to customers a Hire of Radio Equipment Scheme and the opening of Bonnybridge Local Service Centre.

Most important of all I hope this addition of Link will encourage everyone (not just HQ staff) to contribute. Link provides a platform for discussion and an exchange of information between all staff. Your contribution is vital.

Write to Jackie Poole at HQ with your news, views, and ideas.

Jackie Poole, Editor.

DTELS HOUSE

IT'S OFFICIAL

On the 2nd April 93 the then Home Secretary, The Right Honourable Kenneth Clarke QC, MP, officially opened DTELS House. The event proved a useful PR exercise providing the opportunity for DTELS to reinforce relationships with customers and instil confidence as to the future development of the company.

Officially opening the building, the Home Secretary said:

"Delighted as I am that DTELS has moved to my neck of the woods, I must point out that this was done for very sound reasons. The strategy was to improve service to customers, reduce costs and operate from a central location."

Mr. Clarke confirmed that DTELS will be sold as a going concern during this financial year and went on to say:

"It is our intention that DTELS should be around for a long time to come providing service to the emergency services while at the same time increasingly looking to other users of private mobile radio to broaden its customer base."

Before the official opening ceremony, Mr. Clarke toured the facilities at DTELS House and met many of the staff. He saw a demonstration of the new computerised service management system, and spent time talking to Phil Holmes from Consultancy, who demonstrated the Radio site survey equipment.

Accompanying Mr. Clarke on his tour were the Mayor of Rushcliffe the Chairman of Nottinghamshire County Council and senior Home Office Officials.

Unveiling The Plaque at HQ
ESSEX FIRE BRIGADE MOBILE COMMAND & CONTROL UNIT

By Terry Hall, Regional Service Manager

Following initial discussion between Essex Fire Brigade and Mike Leach, Stanton Depot was asked to design and install the communications system for the Essex County Fire & Rescue Mobile Command and Control Unit. This special unit was being built at Leicester Carriage Builders in the East Midlands region.

Essex Fire Brigade (presently maintained by Philips), made an approach to DTELS to install a sizeable amount of varied types of radio equipment and to design, manufacture and install suitable switching arrangements into this new Control Vehicle. The vehicle introduced a new and unique concept, with hydraulically operated expanding sides which doubled the size of the interior control room.

Many other additional features were added including sophisticated CCTV equipment and a number of IT terminals.

The first project meeting at Brigade HQ took place in February 1993 and from that date onwards Mick Button and his merry men from Leicester Service Centre have spent many an happy hour working on the vehicle at Leicester Carriage Builders. (So much time they were nearly on their payroll). Towards the end of the project the Leicester team had to follow the vehicle around the country to complete the job. They have encountered numerous problems along the way, including additions and continuous change to the Brigade's requirements. These were all cheerfully overcome by the efforts of the DTELS crew who demonstrated their professionalism and determination in producing the end result.

Our 'boys' were also able to assist the CCTV manufacturers, Hawkeye, with the installation of their cables and to aid the Brigade's IT consultant.

The vehicle installation was finally complete on Wednesday 4th August 1993 at the Brigade Workshops, in Colchester.

There has already been a great deal of interest shown in the new vehicle by organisations such as the BBC, Police Forces and other Fire Brigades and it is shortly to be on show at the Fire 93 Exhibition in Glasgow.

Appreciation has been expressed by the Leicester staff for the co-operation and assistance given to them at Leicester Carriage Builders, Scania at Milton Keynes and at the Brigade Workshops, Colchester. They have made many friends and developed good working relationships on the way, and although it has been extremely hard work, it has proved a worthwhile exercise all round.

Congratulations to Leicester Local Service Centre who have proved that DTELS as an independent organisation, are selected for prestige and innovative work and can be relied upon to produce a first class professional job.

If you would like more information on the Essex Mobile Command & Control Unit contact Mike Button at Leicester Local Service Centre.

COMMUNICATION IN PUBLIC SAFETY

On the 15th and 16th June 1993 DTELS exhibited at Communications in Public Safety in Esher. The exhibition is aimed at those with responsibility for safeguarding the public, which is very much the DTELS target audience.

The event also encompasses a series of conferences and is seen as an ideal forum for discussion and an exchange of ideas within the industry.

Proving invaluable to DTELS in further strengthening relationships with current clients the marketing team received over 50 enquiries from which a number of new business opportunities have already been developed.

DTELS introduced new display equipment at the exhibition and although not the largest stand at Esher, the colour (DTELS green), location and a welcome cup of coffee proved effective.

On the Stand at Esher

Norman Hancock from Leicester

Malcolm chats with a customer
LIFE AFTER PRIVATISATION - NTL

Comment from Mike Price.

At the Comms in Public Safety exhibition I had a chance to chat to a couple of blokes from NTL (the old IBA!).

Following a number of years of Agency status they were privatised about 18 months ago and not surprisingly, they really understood how we're feeling at the moment.

Apparenty, morale generally reached rock bottom just prior to their change in ownership. Everyone anticipated some dreadful catastrophic happening would follow the exchange of contracts (or whatever takes place). They were privatised, and surprise, surprise, their business continued to develop.

And by the way, an interesting comment from NTL: "The fear of privatisation was worse than the actual event and the IBA were less prepared for change than you are at DTELS."

Thus proving life does exist after privatisation, - I thought you might like to know.

MOVING NORTH OF THE BORDER

As part of DTELS programme to extend local service support across all areas of the U.K., a new Local Service Centre has been opened recently at Bonnybridge in Scotland.

As with all local Service centres, Bonnybridge will be permanently manned with trained and experienced DTELS technicians who will provide round-the-clock support for customers North of the Border.

Bonnybridge is located between Stirling and Glasgow and is ideally positioned to ensure a fast and efficient response to its Scottish customers.

SPECIAL EVENTS

How many special events are there in your area in the summer months alone? Even a local fair can stretch the resource of the emergency services. Providing the communications network to keep the services in touch offers DTELS a new and expanding business opportunity.

Kippax Maintenance Centre have introduced a scheme which offers Radio equipment for hire. Although the inventory of basic equipment at the moment is small it is intended that we try to meet customers specific needs as they arise.

If you are aware of a special event in your area or a customer who might be interested in the hire scheme you can obtain further information from Brian Issitt at Kippax.

EXHIBITIONS

DTELS will be exhibiting for the first time at Fire 93 exhibition in Glasgow from the 27th to 29th September. We have also booked space at the IPEC 93 exhibition in London from the 12th to 14th October. These two exhibitions play a vital part by acting as a platform on which we can reinforce our message to customers of "Business as usual."

ASCOM SE120SX

The maintenance unit at Kippax is now fully equipped to carry out reprogramming and maintenance of the Ascom SE120SX personal radio. This radio is already popular with many fire services and we are able to offer cost effective fixed price repair or annual maintenance packages.

C R A M - O F T E L A P P R O V E L F O R D O P R A D S 1 0 0 0

Following the successful BSI assessment of Lincoln, Leicester and Station Regional Service Centres, OFTEL has awarded DTELS Call Routing Apparatus Maintainer approval for the DOPRA DS1000 Integrated Communications control system.

BOWLED OVER

Wednesday nights are fast becoming popular with staff from HQ and as far afield as Crewe, Cheveley, Kippax and even Botswana. What started out as a social occasion for HQ staff is developing into competition night open to all comers.

The bowling events started with a challenge match between HQ staff and Bull Computers Limited. Over the months the matches have become more and more competitive and culminated in a farewell evening early in June (prizes supplied by Bull). In July the "invitation series" began. 30 members of staff played a mini Bowling tournament with personnel participating from the Microwave and soldering training courses, including Arnold Klabogadi, a Policeman from Botswana. "(No we don't have a local Service centre there as yet.)"

If you have any suggestions or ideas for future Bowling tournaments please contact Craig Tate HQ.
CIVIL SERVICE SPORTS

We’ve recently been approached by the Civil Service Sports Council who highlighted the benefits of membership and the events available. The Council has facilities across the UK and organise lots of events throughout the year.

Membership costs are minimal and weekend sports events & breaks are discounted.

If you are interested in receiving further information regarding the Council contact Graham Dean at HQ.

ON THE MOVE

From month to month there are always staff moves, unfortunately, it would be impossible to include them all in Link therefore, we apologise to those who we’ve missed and wish you the best of luck if you’re on the move.

Appointments

Mr. John Burne, Head of Finance, Ruddington.
Mr. Peter Scott, IT Manager, Ruddington.
Mr. Pat Harms, Financial Controller, Ruddington.
Mr. Mike Long, Promoted to Western Area Manager.
Mr. David Anderson, Technician, Bonnybridge.
Mr. Stuart Huntley, Technician, Bonnybridge.

Retirement

Mr. W. Hogg, Head of Finance, Ruddington.
Miss Shirley Dawe, Administration, Ruddington.
Mr. McMath, Technician, Marley Hill.
Mr. Sant, Technician, Kippax.

Transferred

Mr. J. Nicholson transferred to Head of Privatisation Unit, London.
Mr. T. Cavaldora transferred to Home Office IT Division.
Mrs. P. Fitzgerald to Other Government Department.

STOP PRESS

WE ARE LOOKING FOR STORIES FROM THE REGIONAL & LOCAL SERVICE CENTRES PARTICULARLY NEWS & VIEWS FOR THE STAFF SECTION, DO YOU HAVE A LOCAL SPORTS HERO OR AWARD WINNER, WHO’S GETTING MARRIED ETC., IN FACT ANY THING OF INTEREST.

WE WON’T BE ABLE TO PUBLISH EVERYTHING AND WE MAY HAVE TO EDIT WHAT YOU SAY - BUT WE DO WANT TO HEAR FROM YOU.

NB B&W OR COLOUR PHOTOGRAPHS TO SUPPORT YOUR STORY WILL ALSO BE WELCOME.

DTLS COMMUNICATION TRAINING CENTRE HAVE WON A CONTRACT TO PROVIDE TRAINING FOR HONDA ON THE FITTING OF RADIO ANCILLARY EQUIPMENT TO HONDA MOTORCYCLES.

MORE DETAILS TO FOLLOW IN THE NEXT ADDITION OF LINK.
I had not expected to be inundated but I did expect a slightly better response to my request for contributions to Link 10. Two from 500 employees is not what I would call a lot.

I did receive a couple of verbal comments, both compliments and criticism (thanks Tom) but when pressed to make a contribution modestly or fear prevailed.

But to not worry, I don’t give up that easily so Link 10 is full of interesting business and staff articles and I’ve enhanced my reputation as a nosy parker.

Since the last issue DT ELS has won two important new contracts, Devon & Cornwall Facilities Management and a substantial Consultancy contract with Lincolnshire Ambulance.

We have been involved in two more exhibitions, one in Glasgow and one in London and, as you all know, things have moved on a pace in the privatisation process.

On the staff front, HQ was involved in the Rushcliffe Festival and we’ve had a couple of babies, not all of us you understand and not on the premises thankfully.

Once again, I would welcome your contributions for Link 11 in the form of short paragraphs, articles or letters, with or without photographs or give me a ring to discuss ideas.

I’d also like to take this opportunity to wish every one a very HAPPY CHRISTMAS and I shall look forward with anticipation to hearing from you in the new year.

Jackie Poole, Editor.

DT ELS Training Centre has recently completed a training contract to teach specially approved High Street Honda dealers how to convert SP 1100PP Honda motorcycles for British Police use.

The specially adapted motorcycle is approved by the Home Office for police patrol duties and Essex and Thames Valley Police are amongst the first to take delivery.

The first three training courses took place in August and September this year at Honda HQ in Chiswick bringing together Honda dealers from across the country to be trained in the fitting of ancillary lighting, sirens and radio equipments.

Brian Lamb designed and presented the unique course which was specially developed for Honda.

Dave Horn, DT ELS Training Manager said “We were very pleased to have had the opportunity to run this training course. As specialists in this field we have the expertise and background to provide training specifically to suit customer needs. We paid particular attention to the Electro Magnetic Compatibility of all existing and additional equipments to be fitted which we believe to be of the utmost importance whilst ensuring the customers requirements were fully met”.

The Honda bike was recently on show at the IFEC 93 exhibition and this created further interest in DT ELS vehicle installations training.

Brian Lamb At Honda HQ
DTELS has been awarded a substantial technical consultancy contract by the Lincolnshire Ambulance and Health Transport Service NHS Trust.

The contract is part of a major communications and control systems project running over 18 months and is aimed at bringing the service up to 'state of the art' technology in order to maximise the best patient services and value for money.

Commenting on the commission, DTELS Project Leader, Tony Gray, said: "We are delighted to have been retained by Lincolnshire Ambulance and Health Transport Service NHS Trust on this important project, and pleased that our past performance in carrying out a successful feasibility study for the service in addition to an already proven maintenance programme, was taken into account."

The ambulance services are one of our key client bases for the future, and we intend to establish an unassailable track record in completing such assignments."

Rick Paulson, Director Support Services for the Lincolnshire Ambulance NHS Trust added: "As one of the longest-established and most successful Ambulance services NHS Trusts, we are committed to the use of the latest and most up-to-date technology for satisfying the needs of our patients, general public, clients and our purchasers in Lincolnshire. We were pleased with the results of the initial feasibility study carried out for us by DTELS, and intend through this project to implement its recommendations in order to maintain our position amongst the leaders in ambulance and NHS communications and control techniques."

A fundamental principle of the radio replacement programme is that it's designed around the patient, client, and other customers needs, with the maximum of customer and staff involvement.

The Lincolnshire Ambulance NHS Trust project will involve complete replacement of the existing control, linking and broadcast systems. It will also include the enhancement of the present mobile data system and an income generation teleconmons suite for use by the NHS and the private sector taking into account the future needs of the national interim radio rationalisation programme.

On the 25th October, DTELS signed a new 7 year contract with Devon & Cornwall Police. Not only will DTELS continue to provide the current service, but the new contract has also been extended to include a complete facilities management package covering the whole radio system and its infrastructure.

Nigel Finlayson commented: "This contract is of major importance to DTELS for several reasons, firstly, the amount of business with Devon & Cornwall has increased significantly as a result of this deal; secondly, the winning of the facilities management contract represents an important new direction for DTELS and thirdly, it reinforces the message to other forces that DTELS intends to be around for a long time to come."

Mike Long is the manager of the contract which officially commenced on 1st November, and is based at Devon and Cornwall Police HQ from that date. In addition to the current team DTELS will also be employing two of Devon and Cornwall own staff.

The DOPRA user group met for their regular bi-monthly meeting in September at DTELS Nottingham HQ. Jim Logan, Area Manager said: "We're very pleased to have had the opportunity to host the user group meeting at DTELS HQ as it enables us to demonstrate our continued commitment to DOPRA DS1000 switch users."

Dopra User Group

Those attending the meeting included representatives from South and West Yorkshire, Bedfordshire and Leicestershire Police, Lincolnshire and Highland’s Fire and Dopra Systems Integration Limited.

The meetings bring together all those involved with the DOPRA DS1000 Integrated communications control system to promote an exchange of ideas and to act as a problem solving forum for the end users. DTELS has now won contracts to maintain the DOPRA switch for Lincolnshire and Highland’s Fire, the West Yorkshire Police Training Suite and most recently Oxford Fire.

Jim Logan concluded: "The maintenance of Integrated Communications Control Systems is highly complex but we are confident that we have the expertise, resources and skills to fulfil the task at a competitive cost and to the highest standard."
I'm reliably informed that the Cubs no longer use the above mentioned chant, that all scouts wear long trousers and that you no longer refer to your fellow scouts as brothers.

However, I'm happy to say the scouting principles have remained the same and that a recent visit by two scouts to DTELS HQ provided the opportunity for me and others to update ourselves on the modern scout movement.

The purpose of the recent visit to HQ by Joseph Pugh and Matthew Marson (age 14 and 15 years) was to learn about our business as part of their Chief Scout Badge.

After a session in the Training Centre the two toured the building and spent time in Consultancy, Marketing and IT. Each boy is expected to prepare and present a talk on the visit to their fellow scouts.

Joseph Pugh answers phone whilst Matthew Marson looks on.

This man is known to have a sting in his tail. (or is that feathers).

The officers arrival is heralded by the rising of the automatically operated gate. He drives through and promptly assassinate one of the Cranbrook Ducks by reversing over it. These handsome Mallards arrived at Cranbrook in late October, feeling safer inside the wire than outside and free from the duck hunter. They were very soon adopted by the depot staff and not to miss a business opportunity the Ducks were being trained in the art of covert surveillance as part of DTELS ongoing diversification plans.

There were around 20 Ducks resident, give or take a Duck and when the GM Officer was challenged as to why he had murdered one of the Cranbrook Ducks he replied:

"It was out of step with the others and should have been labelled and calibrated. It would never comply with procedures so it was eliminated."

This tale is sad but very true - so remember when your assessment is due - Issue your wildlife Bump Caps and body armour or they might suffer the same fate as the Cranbrook Duck.

By Fred Cornish, RSM

Rumour has it that a certain high ranking member of the QM section (who's name cannot be printed pending court proceedings and possible repercussions within the region) is to carry out the assessment.

Cheveley Technicians have recently completed an important project for Essex Police which involved the installation of a fourth Channel and the re-engineering of existing channels. The modifications have been introduced to enable a change of operational county coverage and as usual it was necessary to complete the task in a short time scale. Brian Royal, DRSM said "Despite the usual problems the three man team of Colin Marklow, John Gunson and Derek Cracknell worked hard to complete the task on time. Their success was partially due to the close co operation between the Essex Police Comms Officer, his team and the on the spot help from the DTELS ISC at Chelmsford".

The last three months have proved hectic for the Marketing team with the exhibition season in full swing. In the space of 2 months there were 5 exhibitions which targeted all or part of the DTELS customer base. It's necessary to visit or exhibit at all of them to ensure we are fully informed about our competitors and customers alike.

Earlier this year it was decided to exhibit at three key exhibitions and two occurred very close together at the end of September and early October.
RUSHCLIFFE FESTIVAL

The weather had been appalling. We were on the edge of Hurricane Charlie or some such weather condition and more storms were promised for the day of the Rushcliffe Festival 10K and Fun Run.

The race was held on Sunday 12th September at the Ruddington Country Park adjacent to DTES House. Volunteer DTES staff opened the building for the morning to greet the Mayor and offer parking facilities to the competitors.

Ian Aitken, Head of Sales & Business Development and Brian Lamb, Training Officer entered the 10K race. Both completed the course and the sun continued to shine until the very last runner crossed the finishing line!!!

The race organisers had a few teething problems and had to rely on the DTES staff to assist in the marshalling of competitors and spectators. The DTES t-shirts helped as both runners and volunteers were clearly visible miles away in DTES green.

Nigel Frinyason assisted the Mayor and presented the DTES Trophies to the winners and the hurricane resumed once the last car left the car park.

ALBERT SIPSON RETIRES

After 31 years with DTES Albert Sipson retired at the end of November.

Albert who originally hails from Nottinghamshire and now lives near Dunstable is hoping to devote more time to his hobbies including Salmon & Trout Fishing and:

"Keeping out of my wife’s way".

Albert started his career in the Airforce and followed this by a stint as a Radio and TV engineer for Wigfalls. (those of you from the North will remember Wigfalls)

His first job for the Directorate was at Stanmore and although he has moved to other location within the organisation he was transferred back to Special Services at Stanmore in August 1989.

A special retirement party for Colleagues, Family and Friends is planned and as he can’t invite all of us at DTES he has asked that I pass on his best wishes for the future to everyone.

No doubt everyone wishes you the same Albert.

BABY BOOM

Congratulations are in order for our two new Mums.

On 26th August 199 Melanie Miles-Shenton gave birth to twin boys, Benjamin weighed in at 5lb 12 1/2 oz and William at 7lb 2 oz. Melanie returned to her job in personnel on 1st December 1993.

Janine Raynor who worked in the Call Handling Centre at HQ gave birth to a baby daughter on 31st August. Haley Louise weighed 7 1/2 lb 11 oz and we’re told Mother and Baby are both well.

DTIES T-SHIRTS

Limited Edition

We recently purchased a limited number of promotional T-Shirts which are intended for use on special events and promotions only. They are not for use as part of the corporate workwear.

One or two people have expressed an interest in obtaining the T-shirt and we are therefore offering them for Sale at £5.00 each.

The T-Shirts are in DTES green with white lettering and available in one size only, extra large. (Sorry Brian)

If you are interested contact Jackie Poole to place your order. If the demand is high we may consider a re-order.

Stop Press

Happy Christmas