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1. PURPOSE

- 1.1. The Ministry of Housing Communities and Local Government (MHCLG) and its executive agency the Queen Elizabeth II Conference Centre (QEII) requires a replacement to the existing contract for Occupational Health Services.
- 1.2. This Supplier shall provide support on employee health and attendance issues, meeting legislative requirements and to identify the preventative measures that can be taken to minimise the overall risk of employee sickness absence and to improve employee health and wellbeing in the workplace.

2. BACKGROUND TO THE CONTRACTING AUTHORITY

MHCLG

- 2.1 The Authority is a relatively small ministerial policy department made up of four groups, as below. The Authority is supported by 12 agencies and public bodies. The Authority has just over 2783 employees working on activities including planning, research, analysis, advisory and policy.
- 2.2 The Authority is made up of four main policy groups:
 - 2.2.1 Building Safety, Grenfell and Net Zero
 - 2.2.2 Stronger Places
 - 2.2.3 Housing and Vulnerable People
 - 2.2.4 Local Government, Strategy and Analysis
- 2.3 The four areas are supported by central function teams offering legal, financial, strategic, HR, IT and communications services.

QEII Centre

- 2.4 The QEII Centre is an Executive Agency of the Authority with Trading Fund status, operating as a venue and event management business on a fully commercial basis in a competitive market place.
- 2.5 The QEII Centre's role is to provide conference facilities for national and international meetings up to the highest level and to market its facilities commercially as a high-quality events and meetings venue. The products and services offered by the QEII Centre target sections of the market that value quality, reliability, security and the latest technology. Its competitive advantage is enhanced by its partnership with Leith's at the Centre, whose reputation for quality catering and excellent service is widely recognised. The QEII Centre is an ideal venue for large conferences, with or without exhibition space, and for annual general meetings and gatherings of international organisations or for small to medium sized events in rooms that can be let singly.

2.6 A more detailed breakdown, by headcount, of the directorates and teams which require this service is included in the table below. This includes a total headcount of <REDACTED> for the Authority and <REDACTED> for QEIL.

Note: <REDACTED>

- 2.7 The Ministry of Housing, Communities and Local Government's job is to create great places to live and work, and to give more power to local people to shape what happens in their area.

Responsibilities

- driving up housing supply
- increasing home ownership
- devolving powers and budgets to boost local growth in England
- supporting strong communities with excellent public services
- Read our [Departmental Delivery Plan](#) to find out more about how we are performing against our objectives.

3 BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

- 3.1 The Contracting Authority is seeking a Supplier to provide Occupational Health Services. The Supplier shall work with other contracted Providers to deliver a seamless and joined up approach across the Service.
- 3.2 The service will be required for 3 years - with an option to extend for a further year.
- 3.3 The Contract is required for The Authority to meet legal obligations, health and safety responsibilities and fulfil the duty of care as a responsible employer including but not limited to:
- 3.3.1 Recruit and retain employees;
 - 3.3.2 Employ people who are fit to undertake their duties of employment;
 - 3.3.3 Optimise attendance by promoting physical and mental wellbeing amongst the workforce and increase engagement, resilience and performance to meet business objectives;
 - 3.3.4 Support employees who are ill to bring them back to work, when they are fit to do so;
 - 3.3.5 Support employees to keep them in work without encouraging presenteeism and;
 - 3.3.6 Identify trends in work related absence and assist in prioritising and tackling significant health and wellbeing related issues.



3.4 Sickness Absence for MHCLG (excluding QEII)

3.4.1 <REDACTED>

3.4.2 <REDACTED>

3.4.3 <REDACTED>

3.4.4 <REDACTED>

3.4.5 <REDACTED>

3.5 Health & Wellbeing

3.5.1 The Authority's health & wellbeing offer supports staff to maintain or improve their wellbeing wherever they work, through flexible working options to benefit the business and the individual, and by ensuring staff and managers have access to and knowledge of the right interventions. A Health and Wellbeing action plan sets out how the department will improve the support it provides to staff and is delivered in conjunction with a Health & Wellbeing Network which is made up of staff volunteers. It encompasses a strong offer on mental health including access to mental health ambassadors, a mental health support group and emotional resilience training.

3.6 Internal sources of support

3.7 For employees:

3.7.1 <REDACTED>

3.7.2 Mental Health Support Group – This is a monthly staff led group that provides help and support for anyone from the department or wider within the Authority. The support provided covers continual or past personal mental health problems or caring responsibilities for someone suffering from mental health problems.



- 3.7.3 Fair Treatment Ambassadors – These are the first point of contact for staff who are concerned about bullying and harassment. It is a staff-led group of trained volunteers who are there to provide staff with support on a confidential and informal basis.
- 3.7.4 Whistleblowing Nominated Officers – They have been specially trained on how to respond to concerns raised under the Civil Service Management Code.
- 3.7.5 <REDACTED>.
- 3.7.6 <REDACTED>.
- 3.7.7 Trade Unions - They are 3 trade unions including Public and Commercial Serviced Union (PCS), Prospect and FDA.
- 3.7.8 Stress Risk assessment and stress reduction plan – The Authority managers have access to a managers guide to stress and stress reduction plan to help support individuals to take forward a stress risk assessment, and to help identify any indicators of stress so that appropriate steps can be taken to mitigate these and any associated risks.
- 3.7.9 The Supplier will be required to work collaboratively with the internal networks listed above to ensure a seamless customer journey and signpost staff to relevant sources of support where necessary.

3.8 Other suppliers

- 3.8.1 The HR Casework Services – this is a managed service who provide advice, guidance or help to manager's dealing with attendance, performance, grievance or disciplinary issues. This support is provided via the telephone, email or face-to-face.
- 3.8.2 The Civil Service Workplace Adjustment Service – this is a managed service who facilitate referrals for specialist assessments, including home and office workstation assessments, dyslexia diagnostic, workplace assessments, autism assessments, as well as advising and arranging the purchase and installation of agreed workplace adjustments.
- 3.8.3 Employee Assistance Provider – This contract is up for renewal via separate call off contract and we expect the Supplier to work with the provider to understand any areas where joined up working might benefit the Authority and employees.



4 DEFINITIONS

Expression or Acronym	Definition
AWDL	Average Working Days Lost
CHR	Corporate Social Responsibility
DWP	Department of Work and Pensions
ERDF	European Regional Development Funds
FDA	Civil Servants Trade Union
OHA	Occupational Health Adviser
OHP	Occupational Health Physician
OHS	Occupation Health Service
MHCLG	Ministry Of Housing Communities and Local Government (the Authority)
MHA	Mental Health Ambassadors
LEP	Local Enterprise Partnership
PCS	Public and Commercial Serviced Union
QEII	Queen Elizabeth II Conference Centre
SIAT	Cabinet Office's Supplier Information Assurance Tool
WEEE	Waste Electrical and Electronic Equipment
Call Off Contract Manager	means the Supplier's Contract Manager appointed to manager Contracting Authorities Contract
Contracting Authorities Personnel	means all employees including volunteers and managers working in the Contracting Authorities (including agencies, Non-Departmental Public Bodies (NDPB's) and Arms Length Bodies (ALB's)) office locations and to those working remotely and in field locations, both in the UK and abroad.
Data	means Data relating to a record which is stored on the Supplier's systems and databases.
Go Live	means an IT System or Service becoming operational.
Referring Manager	authorised representatives of the Contracting Authorities for example a line manager.
Supplier Personnel	means the Personnel of the Supplier with whom the Contracting Authorities have entered into a Call Off contract

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Service Level Agreements (SLA's)	means the Contracting Authorities specified Service Level Agreements linked to specific functions which the Supplier is required to undertake as part of the Contract.
Treatments	immunisations, vaccinations, inoculations, blood tests and/or medications (together called "Treatments")
Public and Bank Holidays	means all Public and Bank Holidays which are detailed in the link below: https://www.gov.uk/bank-holidays

5 SCOPE OF REQUIREMENT

5.1 The Supplier shall be sourced from the Occupational Health Services, Employee Assistance Programmes and eye care services framework (RM6182) - Lot 2 Occupational Health on a National Basis.

5.2 The Supplier shall provide the core requirements as set out in Framework Schedule 1: Annex 2, Lot 2 Occupational Health Services on a National Basis - with the exception of the following which shall be retained as possible future options:

- Surveillance Service
- Fitness for task & Safety critical work services

5.2.1 Please note the Authority does not require an onsite OH representative. They currently operate by case-by-case basis and local appointments through the relevant manager.

6 THE REQUIREMENT

6.1 The Supplier shall provide all services as detailed in RM6182 Framework Schedule 1 – Specification, Lot 2 Occupational Health Services on a National Basis - Section 3: Mandatory Service Requirements . However, the following exclusions or clarifications shall apply.

6.2 Clarification - Telephone Support Services (Section 3.1)

6.2.1 The telephone support service will include (reference 3.16):

6.2.1.1 A general medical advice line

6.2.1.2 A referral advice line

6.2.1.3 A physiotherapy advice line.

6.2.1.4 A Mental Health advice line.

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6.3 Clarification - Online Portal (Section 3.2)

- 6.3.1 The referring managers using the portal will be The Authority's HR staff only but line managers will be listed on referrals so that reports can go directly to line managers (reference 3.2.4)
- 6.3.2 CSWAS colleagues will also use the online portal as they manage all workplace adjustments on behalf of the Authority, from raising the referrals, to receiving and downloading the report and advising managers on the most appropriate next steps.

6.4 Clarification – IT and Digital capability

- 6.4.1 The Authority has a wide geographical spread across the whole of the UK and offers a flexible way of working to include working from home. Therefore, the Supplier must be able to support this new way of working through providing access to digital services. Services must be accessed and delivered remotely, encouraging greater use of secure telephony and digital options.

6.5 Clarification - Referrals from Buyers (Section 3.4)

- 6.5.1 The Supplier shall provide all services listed within this section but with the additional requirement for an OHP who is a mental health professional (reference 3.4).
- 6.5.2 No alternative referral methods are required (reference 3.4.2).
- 6.5.3 The Authority wants to review and make requests for improvements where necessary on the online referral form. This will be on a quarterly basis within the first year and a six-monthly basis thereafter (reference 3.4.5).
- 6.5.4 The Authority's requires the word count within the 'supplementary information' section of the online referral form to be no less than 3,000 characters (reference 3.4.6).
- 6.5.5 The Authority's absence procedures require a referral at day 10 in the case of long-term sickness (reference 3.4.7).

6.6 Clarification - Attendance Management Advice and Assessments (Section 3.5)

- 6.6.1 The Authority requires the Supplier to be able to deliver assessments either at home or virtually when circumstances may prevent them from travelling. Digital delivery such as secure video conferencing where this method of delivery is clinically appropriate and with the consent of the Authority's personnel. (reference 3.5.2)
- 6.6.2 The Authority requires further medical evidence reports to be chased up at set intervals agreed between the Supplier and the Contracting Authority (reference 3.5.6).

6.7 Clarification - Pre-Appointment and Pre-Enrolment Check (Section 3.9)

6.7.1 On pre- appointment/enrolment, the Authority wants to review this and make requests for improvement, where necessary. This will take place on a quarterly basis within the first year and a six-monthly basis thereafter (reference 3.9.2).

6.8 Possible future need - Fitness for Task and Safety Critical Work Services (Section 3.10)

6.8.1 The Authority may need to access fitness for work assessments in the future, which could cover the following:

- Night workers assessments in accordance with the Working Time Regulations
- Fitness to Travel and Work Overseas Assessment
- Infectious diseases

6.9 Possible future need -Surveillance services (Section 3.11)

6.9.1 The Authority doesn't currently need this service but would like the Supplier to have the capability to offer the following surveillance services, Covid Vaccinations, testing and antibody testing should this be offered and available via occupational health providers should this be required.

6.10 Clarification - Physiotherapy Services (Section 3.16)

6.10.1 Physiotherapy services will be delivered as set out in section 3.16, and will ordinarily be provided with up to 6 sessions, unless otherwise approved by the contracting authority. Given the requirement for remote working and working from home, the Authority would like to add an online / virtual provision where possible and dependant on the case.

6.11 Clarification – Specialist Services (Section 3.30)

6.11.1 The Supplier shall ensure that where 3rd party contractors are used, prices are competitive and self-recommendation is appropriate and checked.

6.11.2 Where the service is subcontracted out to a 3rd party, the Supplier must ensure that they undertake quality and value assurance checks and review and share this information on an annual basis with the Authority.

6.11.3 Should the Authority request a Workplace Needs Assessment, this must not be dependent on having a diagnosis assessment.

6.12 Clarification – Service Implementation (Section 3.36)

- 6.12.1 The Supplier shall provide implementation support for Contracting Authorities at Call Off stage, which shall include as a minimum but not limited to:
- 6.12.1.1 A detailed implementation plan, including risks and mitigation, tasks, a timeline, milestones, priorities and dependencies;
 - 6.12.1.2 Work with Contracting Authorities to set up systems and processes to support the delivery of the Services.
 - 6.12.1.3 Work with the Contracting Authorities to agree all policies and procedures which are relevant to the Services and develop and execute a training plan for relevant Supplier Personnel;
 - 6.12.1.4 A communications strategy to ensure Contracting Authorities are kept informed at key stages during the transition of Services;
 - 6.12.1.5 Work with the incumbent Suppliers to ensure a seamless transfer and continuity of Services, including the transfer of all relevant medical records and Data: and;
 - 6.12.1.6 The transfer of all relevant historical medical records to any new Supplier on expiry of a Call Off contract.
- 6.12.2 The Supplier shall provide Contracting Authorities with a process flow and description of how appropriate Services are managed, from the point of contact through to case management and resolution as part of their implementation plan. These processes shall be approved in advance by Contracting Authorities.
- 6.12.3 The Supplier shall ensure that where Contracting Authorities have separate contracted provision for employee assistance programmes, the Supplier shall work with other Contracting Authorities contracted Suppliers to deliver a seamless and joined up approach across the Service.
- 6.12.4 The Supplier shall establish a project team, which is responsible for the implementation of the Services.
- 6.12.5 The Supplier shall appoint a project manager with relevant experience of implementing a project of similar size and complexity.
- 6.12.6 The Supplier project manager shall report to Contracting Authorities on all aspects of implementation.
- 6.12.7 Employees who are halfway through the services continue with the current Provider until their services provided have been completed. All existing cases are estimated to be completed within the first 3 months of the new Contract.

6.12.8 The implementation activity undertaken by the Supplier upon the commencement of the Contract, and prior to the commencement of the delivery of Occupational Health within 6-12 weeks of contract award, will be at the Suppliers own cost and only requests for payment for the delivery of Occupational Health (when delivery commences) will be paid by the Authority.

6.12.9 There will be an implementation period of 1 to 12 weeks after the contract award date. During this period the new Supplier will work with the contracting authority and the incumbent Supplier to ensure a smooth exit and implementation of the new contract. This will be at no cost to the contracting authority.

7 KEY MILESTONES

7.1 The Supplier must meet the following project implementation milestones:

Milestone	Description	Timeframe
1	Supplier to appoint an Account Manager.	Within week 1 of Contract Award
2	Contact details for the service to be provided of the Authority's OHS Contract Manager.	Within week 1 of Contract Award
3	Initial set up meeting with the Authority's OHS Contract Manager and the Supplier.	Within week 1 of Contract Award
4	Implementation meeting towards contract GO-LIVE status.	Within week 1-12 of Contract Award
5	Supply of digital and physical if required promotional material for the service to be provided to the OHS Contract Manager.	Within week 1-12 of Contract Award
6	Transfer of clinical data and any existing notes relevant to the Agency's Personnel from existing Provider.	Within weeks 1-12 of Contract Award
7	Implementation period with the current contractor and the new provider.	Within 1-12 weeks of the commencement of the service
8	Review the online referral form and make improvements where identified/requested by the contractor.	Within 24 weeks of the commencement of the service
9	Review quality of Service and charges for provision.	Within 6 months of Contract Award

8 AUTHORITY'S RESPONSIBILITIES

- 8.1 The Authority will ensure all contractual obligations are adhered to and managed accordingly.
- 8.2 All queries from the Supplier will be addressed and responded to within **3 working days**.
- 8.3 The Authority will provide suitably qualified persons to attend and chair Supplier meetings when required to do so.
- 8.4 The Authority will provide details of the OHS Contract Manager within 1 week of contract award.
- 8.5 The Authority will arrange regular meetings to manage contract and provide feedback on service to the Supplier.
- 8.6 The Authority OHS Contract Manager will supply the Supplier with any department policies which are applicable to delivery of service.
- 8.7 The Authority will work collaboratively with the Supplier to support the delivery of the Agreement to the end users of the services.

9 REPORTING

- 9.1 The Supplier will provide management information to the Authority as detailed below:
- 9.2 Monthly Management Information (MI)
 - 9.2.1 MI Reporting to be supplied on a monthly basis within 5 working days of the previous month, as stated in RM6182, Lot 2 Occupational Health Services on a National Basis, Section 6 (Mandatory Requirements: Buyers Contract Management and Management Information) paragraph 6.8 Contracting Authorities Monthly Management Information.
- 9.3 Quarterly MI
 - 9.3.1 MI on a quarterly basis within 5 working days of the previous quarter, as stated in RM6182, Lot 2 of the Occupational Health Services on a National Basis, Section 6 (Mandatory Requirements: Buyers Contract Management and Management Information) paragraph 6.9 Contracting Authorities Quarterly Management.

10 VOLUMES

- 10.1 <REDACTED>
- 10.2 The headcount will be reviewed quarterly within the first year in order to allow for fluctuations in workforce turnover and pricing adjustments will be made.
- 10.3 <REDACTED>.

10.4 <REDACTED>

10.5 This requirement is for the employees and employers as and when required and therefore volumes of work cannot be guaranteed.

11 CONTINUOUS IMPROVEMENT

11.1 Please refer to Framework Terms and Conditions; Call-Off Schedule 3 (Continuous Improvement) which details the minimum requirements for continuous improvement

11.2 The Supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.

11.3 The Supplier should present new ways of working to the Authority during quarterly Contract review meetings.

11.4 Changes to the way in which the Services are to be delivered must be brought to the Authority's attention and agreed prior to any changes being implemented.

12 SOCIAL VALUE

12.1 The Supplier must demonstrate a commitment throughout the duration of the Contract to deliver the Social Value priorities set out in Framework Schedule 1, Specification. The authority is taking approach A as detailed in Annex 1 - Our Social Value priorities.

13 QUALITY

13.1 The Authority requires the core requirements as stated in RM6182, Lot 2 of the Occupational Health Services, Section 4. Mandatory Requirements: Supplier Accreditation, Security and Standards and Section 5. Mandatory Requirements: Supplier Staff

Security, Standards and Policies

13.2 IT security:

13.2.1 The Supplier also needs to have a Statement of Assurance for supply chain security.

13.3 The Supplier will also need to hold:

13.3.1 CESG Check Accreditation (or equivalent);

13.3.2 ISO 22301 certification covering business continuity arrangements (or equivalent)

13.4 The Authority requires the Supplier to provide a list of key points of contact.

13.5 The Authority requires the core requirements as stated in RM6182, Lot 2 of the Occupational Health Services on a National Basis, Section 5. Mandatory Requirements: Supplier Staff.

13.6 The Authority requires detail on the following:

- Where data is stored and hosted;
- The location and frequency of data back-ups;
- A description of the encryption used to secure the data and the systems.

14 PRICE

14.1 Prices are to be submitted excluding VAT. All costs set out in the Price Schedule will remain firm for the duration of the Call-Off Contract, including any optional extension period.

14.2 Where there is a bespoke requirement, the Supplier will supply a price to the HR referring manager. If they wish to proceed, the HR referring manager will supply a purchase order directly to the Supplier. Once the service is delivered the Supplier will supply invoice as set out in section 18 of this document.

15 STAFF AND CUSTOMER SERVICE

15.1 The Authority requires the Supplier to provide sufficient level of resource throughout the duration of the provision of Occupational Health Services as defined in the framework agreement RM6182 Occupational Health Services, Employee Assistance Programmes and Eye Care Services in order to consistently deliver a quality service to all Parties.

15.2 Supplier's staff assigned to the Provision of Occupational Health Contract shall have the relevant qualifications and experience to deliver the Contract as set out in RM6182, Lot 2 of the Occupational Health Services framework, Section 5. Mandatory Requirements: Supplier Staff.

15.3 The Supplier shall ensure that staff understand the Authority's vision and objectives and will provide customer service in line with the agreed target measures set out in the Buyer's Personnel Satisfaction Surveys.

16 SERVICE LEVELS AND PERFORMANCE

16.1 The Supplier shall comply with the requirements set out in RM6182, Lot 2, Occupational Health Services on a National Basis, Call-Off Schedule 14, Annex A.

16.2 The Supplier shall, at all times, provide the Goods and/or Services in such a manner that the Green Service Levels Performance Measures (as set out in Call Off Schedule 14 – Service Levels) are achieved.

16.3 The Critical service levels and service credits are provided in RM6182, Lot 2, Occupational Health Services on a National Basis, Call-Off Schedule 14, Annex A.

16.4 The Authority requires the core requirements as stated in RM6182, Lot 2 of the Occupational Health Services on a National Basis, Section 4 (Mandatory Requirements: Mandatory Requirements: Supplier Accreditation, Security and Standards).

16.5 Approval and implementation by the Authority of any Rectification Plan shall not relieve the Supplier of any continuing responsibility to achieve the Service Levels, or remedy any failure to do so.



17 INTELLECTUAL PROPERTY RIGHTS (IPR)

- 17.1 Please see RM6182 Occupational Health Services, Employee Assistance Programmes and Eye Care Services Framework Core Terms (Section 9).

18 PAYMENT

- 18.1 The Supplier shall submit a pro-forma invoice for all standard and bespoke services with backing data to the OHS Contract Manager at monthly intervals in arrears. Each invoice shall contain all appropriate references, a detailed breakdown of the pertinent services, and the corresponding prices or rates, and shall be supported by any other documentation required by the OHS Contract Manager to substantiate the invoice. Invoicing and confidentiality will be discussed at the inception meeting and will be based on employee ID number and not individual names.
- 18.2 The OHS Contract Manager will review and approve the invoice within 5 working days and send notification of approval with a corresponding purchase order number to the Supplier. The Supplier will then send the agreed invoice directly to the Authority's Central Pay 2 Purchase Team.
- 18.3 Telephone and portal service will be priced per headcount and will be paid in arrears on pro-rata monthly basis.
- 18.4 All standards costs associated with the requirement e.g. Pre-employment checks, telephone appointments, OHA/OHP assessments except for bespoke services which will be paid in arrears on pro-rata monthly basis.
- 18.5 Invoices must be issued to:

Email: CLGInvoices@communities.gov.uk

CP2P Team, 4th Floor, High Trees, Hillfield Road, Hemel Hempstead, Hertfordshire, HP2 4XN

19 WORK LOCATIONS

- 19.1 Around three quarters of the Authority's staff work in the London HQ in Marsham Street. The remaining staff are based in regional offices all around the country. QEII is situated in Westminster, central London.
- 19.2 The Authority will be looking to have a presence of employees in Northern Ireland, Scotland and Wales. Specific locations are yet to be agreed but the Supplier will need to be able to carry out all services across these areas. The Authority is revising its model to enable increased flexibility for homeworking. The provider will need to be able to support the Authority's employees working from home as well as working in our offices.

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19.3 The location of our regional offices are listed below:

- Belfast
- Birkenhead
- Birmingham
- Bristol
- Cardiff
- Cambridge
- Darlington
- Edinburgh
- Exeter
- Hastings
- Hemel Hempstead
- Leeds
- Manchester
- Newcastle
- Nottingham:
- Plymouth
- Sheffield
- Truro
- Warrington: Renaissance House
- Wolverhampton