



**Partners in Sustainability Award**

**Entry: Telereal Trillium with Amaryllis**

**2014 Job Centre Plus Digital Access Desking Project**



## Introduction:

- ❑ A working example of organisations working together – over an extended period – to genuinely contribute to the circular economy
- ❑ Highlights how the private sector has led the way to innovation – through partnership and cohesive working practices
- ❑ This project is simply an ‘exemplar’ for the ongoing approach to maximising the useful life – and, therefore, value - of all DWP assets
- ❑ This project highlights the ‘art of the possible’ – opening doors for future opportunities



## Background:

- ❑ Telereal Trillium is one of the UK's largest property companies, owning and managing a £5.5bn portfolio with a total floor area of 86 million sq ft, and housing 1% of the UK's workforce
- ❑ Amaryllis' business is focussed upon the supply and lifecycle management of furniture and equipment together with associated services. The integrated infrastructure of personnel, logistics and warehousing provides a competitive advantage and facilitates service performance across nationwide property portfolios
- ❑ In 1998, the Department for Work and Pensions (DWP) transferred ownership and management of its estate to Telereal Trillium under a 20-year contract known as PRIME. In 2003, the PRIME contract was expanded to include an additional 1,100 properties relating to the Employment Services estate
- ❑ Amaryllis has acted as Service Partner for Furniture, Fittings and Equipment across the DWP PRIME Estate since 2000



## Background:

- Working in partnership, the two organisations – together with DWP - have an ongoing commitment to sustainability.
- Early 2000s, major programme of furniture refurbishment to upgrade the Estate
- Activities were recognised in the PFM Awards 2005 – Finalist
- 2005 saw the launch of Amaryllis' inhouse recycling centre facilitating disassembly of furniture and equipment beyond economic use, salvage of reusable components and segregation of waste streams
- Use of 'Fit for Purpose' furniture and equipment across the DWP Estate:
- Surplus items are categorised as:
  - Suitable for reuse
  - Requiring renovation
  - Beyond Economic Use





## Background:

- ❑ Asset database of furniture and equipment to identify availability of surplus products
- ❑ Amaryllis operates a nationwide network of service technicians to facilitate on-site repairs
- ❑ Furniture and equipment is renovated (as necessary) prior to reuse on the Estate
- ❑ Membership of the Furniture Reuse Network to identify additional opportunities for surplus furniture

### DWP Estate (Business as Usual – 2014 figures)

- ❑ Database of 'live' assets which totals over 700,000
- ❑ Number of reused items (following renovation where necessary):15,165
- ❑ Number of repairs undertaken on site:12,563





## Job Centre Plus:

- ❑ Free wi-fi and digital jobsearch computers to be rolled out at Jobcentre Plus sites across UK
- ❑ Claimants to have the ability to search and apply for jobs online, using the equipment on site or their own devices
- ❑ Removing the standalone jobpoints, which have been fixtures of Jobcentres for two decades, and installing the new computers, will save more than £2 million a year
- ❑ Claimants have internet access for information and claiming 'Universal Credit' – the new 'one benefit' for people whatever their employment status



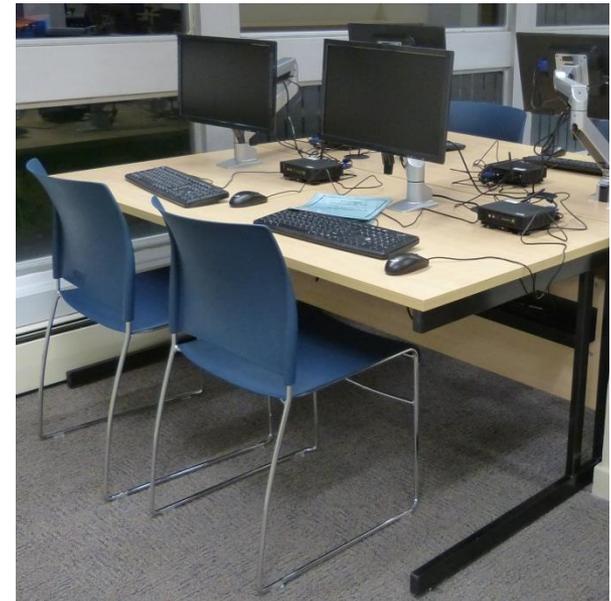
jobcentreplus	
Jobseeker's Allowance 25+	2
Post Work Programme Support	1
Jobseeker's Allowance New Claims	2
Jobseeker's Allowance 18-24	1
Employment and Support Allowance	1
Assisted Services	G
Income Support	G



## Approach:

As part of the programme, DWP needed to provide individual desks for each of the new internet access points

- Remodelling and reuse of redundant desks from vacated DWP office buildings
- Manufacture of new using:
  - Prison workshops – employing offenders
  - Remexx – a new company established since the demise of Remploy
  
- Number of remodelled desks supplied (from surplus DWP assets):
  - 2,537
- Number of desk frames manufactured in Prisons and by Remexx:
  - 2,230





## Approach:

DWP specification of dimensions for the desk:

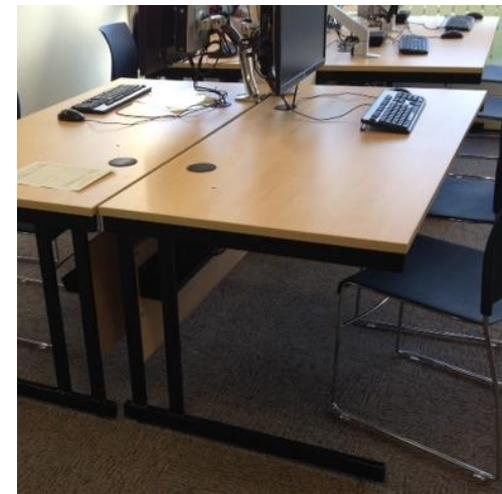
- 800mm depth of desk space
- A flat screen monitor and small box would need to be accommodated on each desk with the facility to lock one away per site
  
- Working together, Telereal Trillium and Amaryllis identified the standard 1800mm double wave desk from the vacating site (Norcross) as the desk most suitable for remanufacturing due to the high volume and suitability of the product
- 1800mm desks would no longer be needed on the Estate – as part of the transition to a more space efficient, smaller footprint
- A technical prototype and assessment was undertaken by Amaryllis' technical manager (Furniture Industry Research Association (FIRA) board member) to confirm that any remanufacturing would not interfere with the structural integrity of the desk
- Using the asset register and Amaryllis' central database, the team worked to locate storage locations for all desks of the required specification





## Approval Process:

- ❑ Technical drawings for the conversion process were prepared by Amaryllis' technical team
- ❑ This ensured consistency in terms of remanufacture of existing assets as well as manufacture of new
- ❑ A mock-up was produced of the remanufactured desk (using Amaryllis' workshop based at HMP Kirkham) which made use of the legs and frame and had a new top fitted
- ❑ This was presented to a number of DWP representatives including Estates, IT and the DJ project team
- ❑ This mock-up was signed off and it was agreed that we would manufacture either 800mm width desks to accommodate one IT device or a 1600mm width desk to accommodate two devices. By using 1600mm desks this would ensure we maximised the reused legs and frames





## Implementation:

- ❑ Whilst numbers were yet to be finalised, it was apparent that it was probable that there would be insufficient leg frames for the entire programme
- ❑ This risk was managed through production of new leg frames which could be utilised on other projects should there be an 'over run'
- ❑ Commitment was made to DWP that no sites would have a mixture of reused and new - although there is very little difference visually to these desks!
- ❑ Process was implemented at the beginning of the project to maximise the reuse potential
  - ❑ The 'Business as Usual' teams were tasked to ensure that any surplus products that were planned to be returned to stores were diverted to the re-manufacturing programme
  - ❑ Whilst new worktops were specified for the programme, all of the modesty panels (including those for new leg frame desks) incorporate reused board

**856 Sites**

**4,767 Desks**

**7,000 IT  
devices**



## Implementation:

- ❑ Amaryllis warehouse personnel sorted all of the leg frames into matching pairs before being sent to the prison workshop at HMP Kirkham
- ❑ Upon arrival at the workshop, pairs were checked for any faults and identified whether they required spraying or just cleaning
- ❑ MFC board suitable for modesty panels were sent to HMP Kirkham to be cut to size using the prepared drawings
- ❑ New MFC board for worktops were cut to size and edged as well as inclusion of metal inserts for robust fitting to the leg frames
- ❑ Fixing / fitting packs were also pre-packed
- ❑ Complete desks were packed together for onward despatch
- ❑ Product was normally sent to the Amaryllis regional warehouse for consolidation with the chairs and other furniture items and accessories needed as part of the project





## ‘Roll Out’:

- ❑ Allocation by site of remanufactured and use of new product:
- ❑ Remanufactured desks were used at the front end of the programme to ensure full use of the product.
- ❑ The programme was also ‘fast tracked’ to meet the Government requirements of digital access.
- ❑ The stock of remanufactured desks ensured we could meet the demand. Whilst the standard KPI lead time for products is 6 weeks the preparation of stock meant we delivered some sites with 2 weeks’ notice at the beginning of the programme





## Technical / Logistical Issues:

- ❑ Whilst there are 750 Job Centres on the Estate, Amaryllis actually carried out 856 site installs. More complex building works sites required two separate installs
- ❑ The 'DJ' element of the programme (i.e. no building works) was delivered in 6 months rather than the original, planned 9 months
- ❑ Whilst the DJ+ element (with building works) was planned to follow after DJ, there was an overlap due to client pressure to complete the programme
- ❑ All WAD desks had to be bolted to the floor to meet DWP 'front of house' requirements
- ❑ Most installations had to be done outside of opening hours (i.e. before 8am or after 5pm weekdays or weekends)
- ❑ A standard template – for placing desk-top cabinets for IT cabling – was created to ensure that all devices were in the same standard position on every desk across the Estate





## Summary:

- ❑ The 'circular economy' in action
- ❑ The programme achieved a more cost effective and environmentally sensitive solution than purchasing all new furniture
- ❑ Circa 40% financial saving as well as landfill avoidance
- ❑ Employment for prison workers and provided them with enhanced skills for job hunting upon release
- ❑ Additional work was provided for the new venture – Remexx. A new 'social purpose' company established following the closure of the Remploy factories

## Partners in Sustainability

- ❑ A practical example of the Department for Work and Pensions / Telereal Trillium / Amaryllis' commitment to Corporate Social Responsibility
- ❑ Sustainability – reuse of existing assets offers environmental benefits
- ❑ Social Impact – improved service to job seekers and benefit claimants
- ❑ Employment and Training for disadvantaged groups – Prison Offenders and Remexx workers
- ❑ Ongoing strategy of sustainable furniture and equipment reuse solutions for the contract since commencement in 2000

