

## Case Study: London Borough of Camden

Camden's Environment Directorate is made up of Environmental Health and Consumer Protection, Building Control and Engineering. Together the departments have more than 100 staff who are registered users of Barbour's Construction Expert and Professional Series services. Collectively they've made in excess of 1,500 web service logins over the past year.

Vicky Wallas, Health & Safety Manager within Consumer Protection, explains how they put Barbour's services to work on a daily basis:

*"Every day sees a new enquiry coming in. The service is principally used for checking legislation, accessing guidance and as a general research tool. We had an incident only last week with a hotel regarding window cleaning and working from heights. Barbour was invaluable for the specialist information required."*

Vicky is impressed with the 'ease of use' and 'accessibility' of Barbour's services which she feels is a key benefit.

This service reduces the cost of maintaining a comprehensive health and safety reference library in each section, and allows Vicky to re-coupe a proportion of her costs by sharing the subscription with other departments.



Barbour's Nick Richardson visiting Vicky Wallas from Camden Council

She explains the publication of the Gershon Report last summer has had a significant impact on the way the department runs. The report made recommendations for creating value for money in the public sector, either through actual savings or by added value, specifically referring to reducing inefficiencies through online sources.

All staff have an increased awareness of improving efficiencies within the department and Barbour's services have brought both time and cost savings: *"Without Barbour there would be a constant worry about having the latest version of documents, not to mention the problems with space a library would occupy and the staff required to maintain it. A shared system enables a contribution from other relevant departments, bringing a monetary saving for all, reducing the council's overall costs and as such provides increased value."*