Accreditation can and does help to deliver public services in a changing regulatory environment

UKAS accreditation interacts with Local Authorities on many levels:

<table>
<thead>
<tr>
<th>Assurance of the Authority’s own activities</th>
<th>Assurance in the products and services you procure</th>
<th>Assurance in the products and services you specify</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Authority may have an accredited in-house facility such as a laboratory or inspection body. The Authority may also hold UKAS-accredited certification to demonstrate compliance to a quality management system (QMS) or environmental management system (EMS).</td>
<td>Products and services that you procure will be sourced from UKAS-accredited laboratories or inspection bodies, or from suppliers that hold accredited certification (QMS, Personnel etc.).</td>
<td>As a specifier, you will contract suppliers that are UKAS-accredited (e.g. care homes, planning and building control, environmental monitoring, asbestos testing and surveying etc.).</td>
</tr>
</tbody>
</table>

The accreditation process determines the technical competence and integrity of organisations offering testing, inspection, calibration and certification services.

The United Kingdom Accreditation Service (UKAS) is the only national accreditation body recognised by Government to assess these types of organisation against internationally-recognised standards and it does so across all market sectors by offering a single, transparent and repeatable approach which:

- supports Local Authority enforcement and monitoring
- builds business and consumer confidence by reducing risk
- reduces the need for Local Authorities to employ their own additional specialist assessment personnel

It is important to specify the appropriate requirements on suppliers according to the type of work required. For example, you can be confident in the technical competence and the results produced by testing and calibration laboratories if they hold UKAS accreditation to ISO/IEC 17025. UKAS accredited certification of a supplier’s management system to ISO 9001 tells you that they have arrangements for managing the quality of their product or service, but doesn't say anything about their technical competence.

Ensuring food safety

"Accreditation plays a vital role in allowing us to deliver safe food and the healthier eating approaches that consumers want. UKAS provides the solid foundation of assurance on which we can rely in order to make good decisions – particularly in the area of enforcement".

Chair Food Standards Agency

Information security

In addition to having accredited certification to ISO 9001, Birmingham City Council has UKAS accredited certification to the information security standard ISO 27001. This has enabled the Council to demonstrate credibility and confidence to its customers, whilst reducing the risk of information breaches. Independent third party assessment by a UKAS-accredited organisation underpins the Council's ability to achieve high standards of service delivery and corporate governance.

Birmingham City Council

www.ukas.com
How can accreditation make a difference to public service delivery?

Accreditation:

Reduces bureaucracy. The use of accredited services in a sector moderates the need for legislation and reduces the risk of unintended consequences.

Enhances efficiency. Independent verification enables Local Authorities to realise benefits through improved risk management, better allocation of resources, the removal of duplication, and smarter enforcement.

Delivers smarter procurement. Local Authorities are able to make an informed supplier choice, thereby simplifying the procurement process whilst maintaining confidence in delivery.

Engenders trust. The UKAS symbol is a well-known means of identifying organisations that meet and maintain high standards. The public gain more confidence in services when they know standards are regularly checked, updated and enforced.

How does UKAS ensure national and international standards are met?

UKAS accreditation is an on-going business process and involves establishing that the accredited body:

- is impartial;
- is technically competent;
- has appropriate resources and facilities;
- performs to the required standard;
- sustain the required standard of performance.

UKAS carries out this accreditation work to internationally recognised standards and is itself regularly reviewed by its international peers.

Supporting the role of the Public Analyst

Public Analysts are Statutory Officers of the appointing Authorities. Their role in Public Protection is pivotal, and embraces the direction and implementation of appropriate and necessary analysis & testing, together with the interpretation of the results of analysis obtained in the light of their expert knowledge of relevant UK and European law. Many Public Analysts also fulfil the role of Food Examiner, offering microbiological examination of food as a service in addition to chemical analysis.

All Public Analyst laboratories are UKAS accredited and have to participate in appropriate proficiency testing schemes. UKAS accreditation to ISO/IEC 17025 ensures that Local Authorities can rely upon the results of analysis and examination to assist their enforcement role.

DEFRA has recognised the value of accreditation as it looks to strengthen the regulations around dog breeding and pet sales. Local authorities are able to better target their enforcement activity by directing less resource at responsible businesses, for example those who are controlled by the Kennel Club’s accredited Assured Breeders’ Scheme – which has 6,000 members. This will free up resources to follow-up on reports of poor welfare at backstreet breeding establishments.

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“"The Government believes that a robust and effective environmental management system (EMS) should be externally audited to the recognised international or national standard by a Certification Body accredited by the United Kingdom Accreditation Service (UKAS). External third party certification is important to realise many of the benefits of an EMS.”

DEFRA
UKAS accreditation already delivers services for Local Authorities

Here are just a few examples of areas of public sector activity in which UKAS accreditation is helping to establish and maintain public confidence in products or services:

<table>
<thead>
<tr>
<th>Quality</th>
<th>Charter mark</th>
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<tbody>
<tr>
<td></td>
<td>Quality management (e.g. ISO 9001)</td>
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<tr>
<td>Environment</td>
<td>Air quality</td>
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<td>Water quality</td>
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<td>Land contamination</td>
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<tr>
<td></td>
<td>Waste management and recycling</td>
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<tr>
<td></td>
<td>Environmental management</td>
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<td></td>
<td>Legionella testing</td>
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<td></td>
<td>Emissions monitoring</td>
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<tr>
<td>Housing and Property</td>
<td>Sound resistance and acoustics</td>
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<td>Gas safety</td>
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<td>Electrical safety</td>
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<tr>
<td></td>
<td>Asbestos surveying and testing</td>
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<tr>
<td>Food</td>
<td>Food hygiene and safety</td>
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<td></td>
<td>Animal health and transport</td>
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<tr>
<td>Health</td>
<td>Medical laboratories and devices</td>
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<tr>
<td></td>
<td>Care homes</td>
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<td></td>
<td>Dog breeding</td>
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<tr>
<td>Health &amp; Safety</td>
<td>Occupational health and safety</td>
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<tr>
<td></td>
<td>Fire detective and alarm systems</td>
</tr>
<tr>
<td>Highways</td>
<td>Materials</td>
</tr>
<tr>
<td>Fair trading</td>
<td>Weights and measures</td>
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</tbody>
</table>

Quality services delivered with confidence

UKAS accredits:
- around 1,500 laboratories
- over 150 certification bodies
- over 250 inspection bodies

In doing so it enables them to deliver services and products that meet agreed standards, ensuring confidence on the part of consumers, purchasers and Local Authorities alike.

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**Improving environmental performance**

In London, the City of London Corporation has implemented ISO 50001 with the very specific aim to help in its six year plan started in 2009 to reduce energy costs by 15%, believing that by implementing that standard will help them achieve this target by making their efforts more visible both internally and externally.

**City of London Corporation**

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**Smarter procurement**

Carbon emissions are considered as part of the planning process for major procurement projects within the Wiltshire County Council. The Corporate Procurement Unit leads on the purchase of energy for the County Council and currently purchases renewable energy through the Office of Government Commerce for the Council’s major energy contracts including street lighting.

Contracts with a significant environmental ‘risk’, including high value contracts are scored on the basis of environmental policy and all major contracts include a requirement to achieve UKAS-accredited environmental management system certification.

**Wiltshire County Council**

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www.ukas.com
Key facts about UKAS

- Only national accreditation body recognised by Government to assess evaluating organisations to international standards
- Non-profit-distributing company limited by guarantee
- Over 50 years’ experience
- Over 250 assessors and technical experts

UKAS Members

Rather than shareholders, UKAS has members that represent those who have an interest in different aspects of accreditation. Current members are:

- Academy of Medical Royal Colleges
- Association of British Certification Bodies
- British Measurement and Testing Association
- British Retail Consortium
- Chartered Quality Institute
- Chartered Trading Standards Institute
- Confederation of British Industry
- Department of Health
- Federation of Small Businesses
- Food Standards Agency
- Health and Safety Executive
- Public Health England
- Secretary of State for Business, Innovation and Skills
- Secretary of State for Environment, Food and Rural Affairs
- Secretary of State for Defence
- The Chartered Institute of Purchasing and Supply
- The Safety Assessment Federation
- The Science Council

Who to contact for further information

If you wish to find out more about how accreditation might be of assistance to you in your capacity as a public servant, please contact:

Philippa Bassett, Marketing Specialist
Telephone: 01784 428 814
or email philippa.bassett@ukas.com
Or visit our website at www.ukas.com

Accreditation in action

As a purchaser, it is essential that we get what we ask for. UKAS accreditation is a pre-requisite whenever we are choosing an organisation to work with to help us manage asbestos. We do not look for UKAS accreditation in one area of asbestos management. We would look for it in all areas that can be accredited. The reasons for using a UKAS-accredited company are manifold. Firstly, it is a way of ensuring the quality of the work. Secondly, we are dealing with the management of asbestos in schools and offices, and so there are clearly reputational issues at stake as well. Using a UKAS accredited organisation is not going to necessarily increase the price of procuring a particular service. A UKAS accredited organisation will offer value for money. The cost of getting it wrong and re-working is phenomenally expensive. This would not be the best use of rate payers’ money. It is much cheaper to get it right first time.

Hampshire County Council