



## A quick guide to Mouchel's services 2010

## A-Z services summary – 2010

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Mouchel is a consulting and business services group that provides many of the design, managerial and engineering services that support modern society and improve day-to-day life for millions of people.

Mouchel is building a business that is in tune with the society it serves, finding new ways to deliver public services and infrastructure efficiently and profitably through partnerships between the public- and private-sectors. We have offices across the UK, and in Ireland, the Middle East and Australia.

We have a broad spectrum of engineering, management and business services solutions that we provide to an ever-broadening range of customers. This is a quick guide to Mouchel's **services** and **joint venture services**. The services are described briefly and if you would like to know more about a specific service, or wish to hear more about what Mouchel can offer, please speak to your Mouchel contact or email us at [info@mouchel.com](mailto:info@mouchel.com).

## A-Z services

### A

Acoustics (noise and vibration)  
Advanced engineering and composites  
Air quality and odour  
Asset Management Centre of Excellence  
Asset management software  
Automatic number plate recognition (ANPR)

### B

Bridge and structural engineering  
Building Schools for the Future (BSF) delivery  
Business consulting

### C

Car park management  
Carbon  
CCTV enforcement  
CCTV systems  
Central government consulting  
Civil enforcement (including on-street parking enforcement)  
Civil enforcement services (overview)  
Coastal engineering and management  
Community Services Management (CSM)  
Compulsory purchase  
Consultation and stakeholder engagement  
Contaminated land assessment and remediation  
Control centres  
Customer service

### D

Development planning and control  
Drainage area planning  
Drainage design

### E

Ecology  
Education and children's services  
Education ICT  
Energy and carbon projects  
Environmental assessment and management  
Environmental due diligence

### F

Finance  
Flooding, flood defence and river engineering

### G

Geospatial services  
Geotechnics  
GIS services

### H

Health consulting  
Heritage  
Highways authority engineering and transportation projects  
Hosting and infrastructure support  
Human health risk assessment  
Human Resources  
Hydrogeology  
Hydrology, hydrometrics and water environment

### I

Infrastructure engineering and regeneration  
Infrastructure, design and supervision  
Insurance services

Integrated network Management (INM)  
Intelligent Transport Systems (ITS)  
International consulting  
Investment appraisal and business case development  
IT services – Implementation/solution  
IT services – Support

**J** – see separate section for Joint Ventures (JVs)

**K** – there are currently no entries for this section

### L

Land Referencing  
Landscape architecture  
Leakage services  
Lighting  
Local government consulting

### M

Major road projects  
Managed motorways/dynamic highways  
Maps@Mouchel  
Mechanical and electrical engineering

**N** – there are currently no entries for this section

**O** – there are currently no entries for this section

### P

Parking policy and strategy  
Part 2A  
Passenger transport efficiencies  
Pavement engineering and management  
Payroll services  
Pensions administration  
Placemaking and town centre strategy  
Ports and marine  
Programme and project management  
Property design  
Property – Housing management and housing related services  
Property – Strategic asset management and estate management  
Property – Total facilities management  
Public rights of way

### Q

Quantity surveying and cost management

### R

Rail – Bridge engineering  
Rail – Rolling stock and depot systems  
Rail asset management – Strategic modelling  
Rail design – Multi-discipline feasibility and design  
Rail design – Permanent way  
Rail design – Signalling and telecommunications  
Rail installation – Signalling and telecommunications  
Revenue and benefit services (managed service)  
Revenue and benefit services (remote and support)  
Road user charging

## S

Safety/road safety  
Smarter Choices (travel behaviour and travel planning)  
Stakeholder engagement  
Statutory procedures  
Strategic consulting  
Structural investigations and maintenance  
Supply, support and maintenance of hand-held computers  
Surface water management planning  
Sustainability  
Sustainable Drainage Systems (SUDS)

## T

Technical services (project, programme and contracts management)  
Technology Approval Group (TAG)  
Technology overview  
Technology services (ICT strategy, transformation, solutions delivery and support services)  
Topographical surveys  
Town and country planning  
Traffic engineering  
Traffic Management Act (TMA) and Street Works  
Transport Consulting  
Transport planning (overview)  
Transport policy and strategy  
Transportation modelling

## U

Urban design and masterplanning  
Urban ITS and urban traffic management and control (UTMC)  
Utilities, energy and private sector consulting

## V

Vehicle, pound and removals management

## W

Waste management services  
Wastewater management  
Water and wastewater capital design frameworks  
Water and wastewater treatment process engineering  
Water management  
Water quality (river and watercourse)

X – there are currently no entries for this section

Y – there are currently no entries for this section

Z – there are currently no entries for this section

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Y – there are currently no entries for this section

Z – there are currently no entries for this section

## A-Z Joint Ventures (JVs)

2020 Knowsley  
2020 Liverpool  
CostainMouchel  
EnterpriseMouchel (highways management and maintenance services)  
Hertfordshire Highways  
The Impact Partnership  
KMI Plus  
Mouchel Consortium  
PeekMouchel (technology management and maintenance services)  
Pevensey coastal defence limited  
ScotlandTranServ (highways management and maintenance services)  
Severn Trent  
Unity Partnership  
Westminster TranServ

# A

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## **Acoustics (noise and vibration)**

We are an established team of acousticians who are experienced in providing advice and undertaking assessments covering all areas of acoustics. The acoustics team provides services in relation to environmental noise and vibration, building acoustics, and occupational and industrial noise control.

## **Advanced engineering and composites**

We provide strategic consultancy services to key asset owner clients such as Network Rail, The Highways Agency and local authorities. We focus on the use of advanced composites technology to strengthen and/or replace clients' existing bridges and highway structures. Our service includes advanced analysis methods, business case development and whole life cost analysis.

## **Air quality and odour**

We carry out air quality and odour assessment studies including monitoring and pollutant dispersion and air quality modelling. We support town planning applications and advise on mitigation. We advise at local, national and European levels of monitoring strategies.

## **Asset Management Centre of Excellence (AMCoE)**

We host a new generation of consultancy services for the asset intensive business arena. The Asset Management Centre of Excellence (AMCoE) is designed to capture best practice, facilitate knowledge sharing and benchmark the very best performance in asset management techniques. Mouchel's AMCoE is a community of specialists and a place where our clients can exchange cutting edge advice and receive ongoing support.

## **Asset management software**

Our team provides a solution that manages tracks and maintains client assets. Our solution provides our clients with a wide range of options for managing the maintenance process of their asset within the scheme including; fault and stock management of the peripheral parts of the assets.

## **Automatic number plate recognition (ANPR)**

We provide automatic number plate recognition (ANPR) technology for automated capture of moving contraventions, bus lanes, box junctions, no right/left turns. The technology can also be utilised for: enforcement for off-street car parks; enforcement and monitoring of waste/recycling centres; on vehicles for mobile enforcement; data collection and site surveys.

# B

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## **Bridge and structural engineering**

Our bridge and structural engineers are engaged in the design, maintenance, assessment and inspection of structures throughout the UK. We work with a plethora of structures from modern motorway construction through to eighteenth century retaining walls.

## **Building Schools for the Future (BSF) delivery**

We are helping to deliver Building Schools for the Future (BSF) - the major government programme aimed at refurbishing and, where necessary, rebuilding 50% of the secondary school estate in England over the next 12 years. We undertake business case development and wider educational support services for BSF programmes and are involved in the design and project management of these projects. To add to our service offering we have formed a 50/50 joint venture with Babcock SGI called Mouchel Babcock Education (MBE) to act as our Local Education Partner (LEP).

## **Business consulting**

We help our clients to develop their performance through designing and implementing changes and improvements in the way that they work and deliver their services. These constructive changes range from major transformation programmes through to individual team improvement projects. We focus on enhancing the customer experience, maximising value for money and reducing cost: always ensuring that new business models are sustainable and owned by the client and their staff.

# C

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## **Car park management**

We provide a management service in relation to car parks, such as multi-storey, rail and surface car parks.

## **Carbon**

We provide strategic services for carbon and energy management. We have expertise in a diverse range of services, from high level strategy development and visioning through to the evolving of robust business cases for investment in carbon and energy reduction technologies and infrastructure. The carbon team also provides advisory services to the Green500, the Mayor of London's Green Procurement Code (MGPC) and the London Waste and Recycling Board (LWaRB).

## **CCTV enforcement**

We undertake CCTV monitoring and enforcement activities relating to moving traffic and bus lane contraventions. Our team is fully conversant with the legislation, codes of practice and sound working practices associated with the enforcement of parking, bus lane and moving traffic contraventions. Our monitoring is carried out through the use of closed circuit television (CCTV) cameras and recording devices both in fixed camera/control room and in mobile/vehicles.

## **CCTV systems**

We provide the specification, design, development and implementation management of CCTV schemes. Our service includes applications for automatic number plate recognition (ANPR) for automated capture of moving contraventions and monitoring of waste/recycling centres, journey time information, road-user charging, bus lane, parking, signal compliance enforcement (HADECS), active traffic management and crime and disorder CCTV.

## **Central government consulting**

We provide consulting and advisory support to central government. Drawing on our experience we assist clients with a variety of services including strategy development, organisational design and HR transformation, interaction of people, process and technology, complex procurement and sourcing, IT strategy, and new delivery models and services.

## **Civil enforcement (including on-street parking enforcement)**

Our team undertakes on-street patrolling duties and enforces traffic regulations orders in respect of contraventions by stationary vehicles for waiting and loading restrictions and designated parking places.

## **Civil enforcement services (overview)**

We actively operate and manage decriminalised parking enforcement contracts for a number of local authorities. All of our clients operate decriminalised parking systems that adhere to the Road Traffic Regulation Act 1984, the Traffic Management Act 2004 and the various London local authority acts, as well as the Transport Act 2000.

## **Coastal engineering and management**

We provide a portfolio of coastal engineering and management services. Our portfolio includes strategic studies, scheme appraisal, design, asset management, shoreline management plans, Coastal Zone Management (CZM), long-term beach management, monitoring, coastal process modelling, climate change assessments and storm warning systems.

## **Community Services Management (CSM)**

Our team, working within Community Services Management (CSM), is the strategic 'glue' that ensures the quality, efficiency and accountability of public services are delivered to citizens and communities.

## **Compulsory purchase**

We support, deliver and enact compulsory purchase and acquisition procedures, including compulsory purchase by negotiation. This service includes all aspects of landowner negotiation, property valuation, notification, drafting orders and plans. To ensure the highest level of accuracy and compliance our expert team also act as auditors on Highways Agency orders carried out by competitors.

## **Consultation and stakeholder engagement**

We provide consultation and stakeholder engagement expertise for infrastructure development clients and organisations that aim to encourage positive behavioral change. Our service is provided in specialist disciplines where Mouchel is already operating. We manage liaison with stakeholders and the public in support of infrastructure development and behavioural change projects to ensure that the relevant parties remain informed and engaged in statutory and elective consultation. Our service enables clients to understand their stakeholders better and assists clients in making informed decisions to find the best way forward.

## **Contaminated land assessment and remediation**

Our team identifies abnormal land development issues and assesses the possible impact of these abnormalities on the time, cost and progress of a project prior to the project going ahead. We design affordable remediation solutions, including preparing remediation strategies for approval by regulatory bodies. Our consultants also carry out planning reviews for local authorities and advise on the best way to achieve planning permission.

## **Control centres**

We provide operational and technology expertise for the development, implementation and management of highways control centres. We support national and local network operators through the delivery of improved facilities, systems and procedures to enable these operators to deliver a safer and more efficient service to their customers.

## **Customer service**

Our customer service team is responsible for providing customer service through four public sector customer service centres in the UK and handling more than 1.7 million calls a year.

# **D**

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## **Development planning and control**

We provide a range of development control and planning services for private and public sector clients covering all types of land uses including retail, commercial, mixed use and residential schemes for new developments, change of use and regeneration initiatives. Working predominantly for the private sector, our service helps to secure planning permission and ensure that proposed infrastructure improvements are fully capable of supporting the successful operation of the development for the public sector. We also provide support to the public sector in determining planning applications through secondments and call-off type arrangements.

## **Drainage area planning**

Our team specialise in drainage area planning (sometimes known as master planning) - providing a holistic approach to looking at the management of urban drainage systems. Our work involves strategic and detailed reviews of stakeholders' drainage assets and targeting investment to upgrade the asset base. The results of these reviews then provide a forward-looking programme for both capital and operational investment programmes. Mouchel have completed studies for water companies, local authorities, the Highways Agency as well as private clients with a large drainage asset base.

## **Drainage design**

Our team provides drainage design for foul and storm water including Sustainable Urban Drainage Systems (SUDS) for clients in a wide-ranging client sectors, such as rail, highways and defence estates. We also work with a variety of clients in the private sector; predominantly in the industrial and commercial and residential development sectors.

# **E**

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## **Ecology**

We provide national coverage for ecological services in terrestrial, freshwater and marine environments across all public and private sectors. We undertake Ecological Impact Assessments (EIAs) following industry best practice to ensure that compliance is withheld on any project and plan with all domestic and European wildlife legislation. When relating to the planning system, we also provide a complete support service in respect of ecological issues. Our ecological support service includes planning applications, fulfilling planning conditions, on-site ecological supervision during construction and post project monitoring and ecological management.

## **Education and children's services**

We aim to improve the outcomes for children and young people and their communities. Working with our national and regional clients we address the fundamental issues affecting children and young people such as performance of schools, skills shortages and the examinations system.

## Education ICT

Our education ICT team offers a full spectrum of education ICT services including consultancy, design, implementation, change management/CPD and managed services. Our core education ICT channels are PPP, BSF, academies, Becta infrastructure services framework and existing strategic partnerships with local authorities.

## Energy and carbon projects

We provide engineering and design consultancy for onshore oil and natural gas pipelines. We also provide engineering and design consultancy for associated infrastructure across all pressure regimes, including high-pressure gas transmission and low-pressure gas distribution systems. As part of our service we are also able to provide strategic services for carbon and energy management. Our team of quantity surveyors offers pre to post contract services for major engineering companies as well as local authorities and the road, rail and highways sectors.

## Environmental assessment and management

We ensure that the environmental obligations and aspirations of our clients are integrated into their projects throughout the decision making processes. This aim allows environmental risks to be managed and addressed, and opportunities harnessed, throughout a project, plan or programme's life cycle. We produce informal and formal assessments, including Environmental Statements (ESs), Strategic Environmental Assessments (SEAs), Sustainability Appraisals, Construction Environmental Management Plans (CEMPS), WebTAG documents, Highways Agency environmental assessment reports, Rail Gate reports, BREEAM and CEEQUAL Assessments, and environmental licensing/permitting documents.

## Environmental due diligence

We offer a multi-disciplinary approach to identifying and managing environmental risk for a range of clients in the public and private sectors. Our team investigates and analyse environmental liabilities and site-specific constraints to ensure compliance with good practice and legislative requirements and to inform decisions on acquisitions and divestments. The team is supported where necessary, by other technical specialists within Mouchel to provide full remediation costing and/or design services as required.

# F

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## Finance

We are responsible for delivering a range of financial services for a variety of clients. We provide effective end-to-end service delivery, providing our clients with benefits, improvements and efficiencies not only within the finance service but within retained client functions. Our experience in the finance arena means we have the capacity and capability to provide a range of financial services covering professional, transactional and specialist activities.

## Flooding, flood defence and river engineering

Within flooding, flood defence and river engineering we have specialist teams of engineers located throughout the UK and overseas. Our expert team undertakes work for a variety of clients including government agencies, local authorities, utility companies and private developers.

# G

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## Geospatial services

Our Geospatial services team consists of ICT professionals specialising in computer application development, Geographic Information Systems (GIS) and 3D modelling.

## Geotechnics

We offer a complete range of geotechnical expertise, ranging from desk studies and site investigations to geotechnical design in soils, rocks, and groundwater. We also provide services in geotechnical construction supervision.

## GIS services

We customise and use many commercial, off-the-shelf GIS, CAD and database solutions to manage the vast quantity of information that underpins the project work that Mouchel undertakes on behalf of our clients. Our team has an extensive and successful track record in providing both on-site and off-site GIS expertise, consultancy and services to public sector clients. We hold a highly efficient record of data collection, information management, surveying, user requirements assessment and GIS services that enable clients to perform their responsibilities to the public more efficiently. Most importantly, we work closely with the environmental and engineering technical disciplines of Mouchel to provide specialist technical support and advice on their mapping and information management needs.

# H

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## **Health consulting**

Our team's capability extends from implementing service redesign, business change and project management to health trusts, management of the National Healthy Schools Programme, estates and capital programme expertise, expertise in well being, supporting large scale IT-enabled change in more than half of England as part of the National Programme for IT.

## **Heritage**

Experts of all aspects of the historic environment, including archaeology, built heritage, historic landscapes and conservation. Our consultants get involved in projects at pre-acquisition, pre-planning, planning and post-planning stages. The heritage team often forms part of a multi-disciplinary team, working for public and private sector managers, developers, local authorities and individuals.

## **Highway authority engineering and transportation projects**

We focus on providing a multitude of different services to our public sector clients. With the needs of highways authorities at the centre of what we do, we offer a tailored solution to our clients based on efficiency and effectiveness; helping to transform essential public services and sustain vital infrastructure.

## **Hosting and infrastructure support**

We provide 24/7, fully managed hosted solutions from our state-of-the-art data centre.

## **Human health risk assessment**

We assess and manage the risks to human health from land that may potentially be contaminated. Assessing the risks to human health is a key aspect of the redevelopment and regeneration of brownfield sites and other potentially contaminated or sensitive end-use land. Our work involves providing a planning requirement and identifies any liabilities for our clients in terms of the impacts of their property to their site users, the public and potential trespassers.

## **Human Resources**

Our Human Resources (HR) service is a broad and complex area of work, requiring specialist knowledge across diverse subject areas from employment law, recruitment and selection, to training and development. We provide HR advisory service, health and safety services, recruitment services and Mouchel Learning Partnership. Our employees are part of the Chartered Institute of Personnel and Development (CIPD) and these specialists tailor make projects to specific requirements.

## **Hydrogeology**

Our hydrogeology team provides specialist advice to internal and external clients on all aspects of hydrogeology. Our expertise revolves around contaminated land investigation, risk assessment and remediation water resources and water well engineering, groundwater quality, groundwater flow and contaminant transport modelling, dewatering and engineering hydrogeology, hydrogeological impact assessment and ground source heating and cooling.

## **Hydrology, hydrometrics and water environment**

We provide water-related environmental monitoring and consultancy. Our key service offering is data collection, analysis, modelling and interpretation of the water environment. Specialist areas include hydrology, hydrogeology, instrumentation and impact assessment.

# I

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## **Infrastructure engineering and regeneration**

We work with clients at a variety of highway scheme stages including concept, consultation, local plan representation, masterplanning, planning application, outline and detailed design, as well as construction and commissioning.

## **Infrastructure, design and supervision**

We have been designing, supervising and project managing the construction of infrastructure works in the Middle East and the UK for more than 30 years, with projects ranging from new town developments to urban and rural motorways.

## **Insurance services**

We provide world-wide engineering, quantum, costing and other advisory services to insurers, loss adjusters, and solicitors in all sectors. Our specialism involves following property damage caused by natural disasters, accidents, terrorism, malfunctions, collisions and similar incidents.

## **Integrated Network Management (INM)**

Our team improves the experience of the travelling public through efficient joined-up working between The Highways Agency and local highways authorities (LHAs) in managing the complete road network i.e across administrative boundaries.

## **Intelligent Transport Systems (ITS)**

Our team use communications, processing, display and information technologies to monitor, control and inform within the transportation sector. Roadside, in-vehicle, mobile and web-based applications are used to improve safety, reduce congestion, disseminate information and bring environmental, economic and social benefits.

## **International consulting**

Our international consulting team is based in Abu Dhabi in the United Arab Emirates (UAE). Focused on the fast growing Gulf region, our consulting services are helping clients to develop leading best practice solutions for the delivery of public services. Key to our success is our in-depth understanding of the cultural and commercial aspects of working in the Gulf region. In addition the depth and breadth of Mouchel Group's capability and a real passion for delivering an excellent service enable us to make significant and lasting developments to our clients. Our long-term goal is to become the most trusted of advisers and consulting partner of choice within the UAE and the Gulf region.

## **Investment appraisal and business case development**

We have wide-ranging skills and experience in developing Major Scheme Business Cases (MSBC) and undertaking economic evaluation/appraisal for large scale transportation infrastructure proposals for highway and public transport schemes. In addition we provide advice on ad hoc funding applications such as the Transport Innovation Fund (TIF) and Community Infrastructure Fund (CIF).

## **IT services – Implementation/solutions**

We have extensive experience in providing innovative IT solutions to the public sector with a wide range of development capabilities for both internet based and traditional applications. Each year Mouchel's IT team provide in excess of 20,000 technical and professional IT consultancy days – delivering IT solutions across multiple technologies and platforms for a range of customers.

## **IT services – Support**

We understand the critical systems and provide responsive and expert help desk support for all of our clients. Mouchel has considerable experience of delivering IT support services with a variety of models that mix on-site and remote support and deliver successful results to match and exceed the requirements of our clients.

## **J**

For joint venture services please see section [here](#).

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## **K**

(there are currently no entries for this section)

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## **L**

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## **Land referencing**

Our land referencing team undertakes inquiry in the identification of all interests in, on or over land. The inquiry is required to notify affected parties of proposals in order to enter into an agreement or to compulsorily acquire those rights.

## **Landscape architecture**

Our team works in all forms of development and site assessment to support our clients in the delivery of all stages of the landscape and urban design project life-cycle, in both an urban and rural context.

## **Leakage services**

We provide an operational service to the water industry to serve end-users (water consumers) under the regulatory framework in England and Wales.

## Lighting

We offer professional consultancy services for sustainable and innovative designs of highways, tunnels, footways, car parks, sports facilities lighting, flood lighting and architectural lighting. We provide technical support covering all aspects of lighting, including environmental assessments such as looking at the effects of light pollution and lighting as a nuisance. We produce lighting policies and specifications: providing project management and technical support with regard to PFI procurement, energy procurement, inventory management and site supervision.

## Local government consulting

We deliver a broad range of consulting services that help local government and its partners to identify, plan, design and implement changes to improve service quality, cost effectiveness and to operate more effectively. We work with new clients and Mouchel's Government and Business Services teams to help existing Mouchel partnerships to transform services and drive fundamental change.

# M

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## Major road projects

We work closely with our clients to ensure successful delivery of major road projects through a combination of technical excellence, a wealth of services, and project management expertise. These key components ensure that we meet our own programme and budgetary commitments, as well as those of our client.

## Managed motorways/dynamic highways

Our team focus on getting the best out of the existing highway infrastructure by easing congestion; increasing the reliability of journey times, responding faster to incidents; and reducing clear-up times. By using the services we offer, this aim can be realised in a sustainable way without having to resort to the costly process of widening a highway. On a motorway this will normally mean the provision of operational regimes supported by technology to enable the dynamic use of the hard shoulder when additional capacity is required. A similar concept can equally be applied to other types of highway called 'dynamic highways'.

## Maps@Mouchel

Maps@Mouchel is a Mouchel designed web portal that provides access for all Mouchel employees to mapping data. The service manages the licences and mapping data for local and central government projects within Mouchel. In mid-late 2010 the team are planning the launch of a pay-as-you-go facility for many datasets and the management of licences and mapping for private sector projects.

## Mechanical and electrical engineering

Our mechanical and electrical design consultancy division assists and advises on mechanical and electrical engineering for a wide range of infrastructure projects. We are able to provide support in all aspects of infrastructure and building services and mechanical and electrical engineering.

# N

(there are currently no entries for this section)

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# O

(there are currently no entries for this section)

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# P

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## Parking policy and strategy

Our range of parking related services involve essential analysis, review and advice in relation to new and existing on and off street parking operations. Our services are normally used in the early part of the parking life-cycle and complement the operationally focused services offered by other services across Mouchel.

## Part 2A

We offer a comprehensive range of expertise to undertake Part 2A assessments. Part 2A of the Environmental Protection Act 1990 places a duty on local authorities to identify contaminated land in their areas and ensure that it does not pose a risk to statutory receptors (humans, waters, property and ecosystems).

## **Passenger transport efficiencies**

We provide a range of services, predominantly to the public sector, providing strategic advice and analysis in connection with the planning, operation and funding of community, education and social care passenger transport activities. We also undertake commercial and wider public transport studies for local authorities, Passenger Transport Executives and private operating companies. Our service includes all public transport and client transport operations for local authorities and the public sector.

## **Pavement engineering and management**

Our service provides a dedicated in-house technical team to meet the increasing demand for pavement engineering skills. The team provides knowledge of pavement evaluation, deterioration modelling, pavement management systems, whole-life cycle analysis, ground penetrating radar, design, build, finance and operate (DBFO) maintenance management, economic analysis, and video data capture.

## **Payroll services**

In payroll services we operate a virtual centre of excellence model producing 1.2 million payslips per year on a leading SAP infrastructure from our offices in Lincoln, Middlesbrough and Milton Keynes. Our dedicated and experienced employees maintain the pay and organisational structures for more than 100,000 public sector employees every month to such diverse and complex clients as county councils, fire and police services, schools, universities and housing associations. Mouchel is one of the largest providers of fully managed and bureau payroll services to public sector organisations in the UK.

## **Pensions administration**

We are responsible for administering pension schemes for a variety of clients - both in the public and private sectors.

## **Placemaking and town centre strategy**

We provide town centre strategies for government and local authority clients. Placemaking is a town centre strategy with integrated creative and deliverable aspects that sets out a framework for long-term proposals by co-ordinating future development of buildings and spaces, usage, and movement that respond to the local context. Placemaking is backed by design guidance and an implementation plan built upon socio-economic policies that ensure that real actions are taken to transform town centres into 'places for people'.

## **Ports and marine**

We have extensive capabilities for the planning, engineering and construction supervision of ports, harbours and waterfront development projects. We work with clients in the UK and internationally to provide services for three principal sectors: 1. general ports and harbours, including container, bulk, ferry and cruise terminals, 2. oil and gas terminals including LNG import/export terminals, support vessel infrastructure and heavy load out berths and 3. waterfront developments, including marinas, marine transportation and commercial and residential developments.

## **Programme and project management**

Our project and programme management service offers a variety of skills - from the management of programmes of work with local authority partners, to the management of the Mouchel delivery team for complex, high risk and high value projects, support service lines and the wider Mouchel business. We also act as Client Project Managers by preparing business cases, managing stakeholders and procurement on behalf of our clients.

## **Property – Design**

Our design team delivers multidisciplinary new build and refurbishment projects to both budget and programme. We manage the professional and technical inputs from within our property group, under the direction of a dedicated project manager.

## **Property – Housing management and housing related services**

We offer a dedicated housing management service that engages with the local community to make a positive difference to people's lives. Our service ensures a comprehensive housing solution ranging from stakeholder engagement and participation through to responsive and planned repairs and maintenance, and improvement of the quality of housing stock.

## **Property – Strategic asset management and estate management**

We deliver the full range of estate management services and strategic property asset management advice via a number of term contracts with key local authority clients, framework agreements and single consulting commissions. From this foundation, our practice has broadened its client base and scope of work to encompass both national, local government and public sector work. Our team of some 160 staff, including 70 chartered surveyors as well as the services of other in-house property professionals who add value to the management of the client's portfolio. These professionals include building surveyors, facilities managers and multi-disciplinary design teams.

## **Property – Total facilities management**

We provide a full range of building maintenance consultancy services and facility management including minor works to local authorities and other clients. Our experienced team operate through a number of 24/7 property service desks, handling more than 64,000 calls per year. These calls provide a single point of contact for our clients and customers, giving a comprehensive range of technical services including condition surveys, hazard management advice, party wall surveys and carbon management advice in addition provide access to the full range of resources from our nationwide network of property offices.

## **Public rights of way**

We provide an array of skills in public right of way, including advice, consultation and research for public rights of way issues, definitive map reviews, strategic access advice and support at public inquiries.

# Q

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## **Quantity surveying and cost management**

We are an expert team of quantity surveyors providing cost management both pre-post contract and procurement/contractual advice for building and civil engineering projects. We provide full pre and post contract cost management, risk management and facilitation, procurement advice and claims advice.

# R

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## **Rail – Bridge engineering**

We specialise in the feasibility and design of new construction, strengthening and maintenance of highway and rail bridges.

## **Rail – Project/programme delivery management**

We ensure the success of strategically important programmes within the rail industry through the coordinated management of a portfolio of projects and work streams.

## **Rail – Rolling stock and depot systems**

Our team is able to provide advice on all aspects of rolling stock, from initial concept through to operation and maintenance. We also provide comprehensive advice on rolling stock depots and maintenance, from feasibility studies and conceptual design of maintenance facilities through to the identification of key operational requirements.

## **Rail asset management – Strategic modelling**

We provide a variety of consultancy services and related products that help infrastructure clients to manage their assets more effectively over their infrastructure's lifecycle. Rail strategic consultancy supports all aspects of the infrastructure owner's business from inspection through to delivery. Our specialisms include strategic plans, develop data management systems, asset management systems and provide management support to deliver the organisation's objectives.

## **Rail design – Multi-discipline feasibility and design**

We provide and manage multi-discipline feasibility and design services, to Network Rail, London Underground, Infracos, TOCs, PTEs and local authorities to upgrade and enhance the rail infrastructure and associated components. Our integrated design services encompass all major rail systems, including civil/structural/geotechnical design, permanent way design, mechanical and electrical design, property, signalling/communications/control systems design and integration as well as overhead electrification, lighting and building services, architectural design, project/contract/commercial management and assurance.

## **Rail design – Permanent way**

We design permanent way on Network Rail infrastructure. Permanent way comprises equipment such as turnouts, plain line, formation (including bottom ballast and geotextile layers), drainage and horizontal and vertical alignments. We also offer feasibility studies for potential permanent way realignment schemes and freight terminals.

## **Rail design – Signalling and telecommunications**

We provide the design of railway signalling and telecommunications systems on Network Rail and London Underground infrastructure. Our signalling systems comprise equipment such as track circuits, axle counters, interlockings, train control, warning and information systems. The systems we implement include the signals themselves, as well as their associated cabling and power supply systems.

## **Rail installation – Signalling and telecommunications**

Our team provides installation and support services for railway signalling and telecommunications systems on London Underground infrastructure. We conduct the installation of minor signalling schemes and alterations, and provide installation support services with a wide variety of experience interlocking systems currently in use in the UK. Our capability covers all signalling equipment including train detection, points control and signals, as well as the associated cabling and power supply systems.

## **Revenue and benefit services (managed service)**

We are a market leader in the delivery of fully managed revenues and benefits services, billing and collecting council tax and business rates and assessing and paying housing and council tax benefits.

## **Revenue and benefit services (remote and support)**

We are a market leader in the delivery of revenues and benefits services support services. Our services help councils get support from the private sector to either recover from an existing short-term problem such as a backlog of work or prevent a problem occurring in future where suitable consultancy can be applied to avoid problems occurring.

## **Road user charging**

We provide technical, contractual, strategic and economic advice to our clients with their planning, implementing and managing of road user charging and congestion charging schemes.

# S

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## **Safety/road safety**

We offer a very wide range of safety and road safety services. We are leaders in the field of providing safety reports for managed motorway schemes and supporting The Highways Agency with the development of their project safety risk management system. We offer specialist road safety investigation, road safety advice (to clients/design teams), road safety audits, data collection, design and education services for local authorities and The Highways Agency.

## **Smarter Choices (travel behaviour and travel planning)**

We provide a wide range of 'Smarter Choices' services to the public and private sectors. Innovative in our approach we use travel behaviour measures to reduce congestion and facilitate new developments. We support our clients in delivering travel planning techniques at feasibility, planning, design, implementation and 'aftercare' stages to make sure travel behaviour solutions are long lasting, affordable and sustainable.

## **Stakeholder engagement**

Our team recognises and understand the needs of a wide variety of stakeholders in order to maintain strong relationships. Quality stakeholder management is the key to successfully implementing complex, multi-agency national and international projects. We empower each stakeholder at critical times building on trust and accountability by ensuring that communications strategies focus on the needs and aspirations of each stakeholder.

## **Statutory procedures**

Our team provides a complete range of services to assist clients in their pursuit of consents under statutory procedures for the UK and Ireland. Our service offering involves working under the Planning Act, Transport and Works Act, parliamentary bills (Westminster and Scottish), Town and Country Planning Act, Acquisition of Land Act, the Gas Act, the Compulsory Purchase Act, the Water Industries Act, Highways Act and Highways procedures and Roads Orders and in Ireland the Roads Act and Housing Act.

## **Strategic consulting**

Our team covers a diverse range of services to help clients with small and medium size, specialist projects. We mainly provide strategic support to clients in the water industry to develop and implement risk-based asset management plans, maintenance planning, deterioration and risk modelling. We also provide flood risk mapping, drinking water quality safety plans, tariff modelling, Water Framework Directive, discolouration analysis, failure mode effects analyses, Root Cause Analysis, asset management benchmarking and assessment. For asset management systems we have experience in IT and business consultancy projects both in pre and post systems implementation. We also undertake a number of UK water industry research projects and are currently working on 21st Century Water Distribution.

## **Structural investigations and maintenance**

We provide specialist structural investigation, maintenance, management and durability consultancy, supplementing in commission skills. Our service includes the provision of advice on material use, specification and structural detailing to ensure that, with planned maintenance, structures achieve their design lives.

## **Supply, support and maintenance of hand-held computers**

We are the primary UK parking supplier of mobile hand-held computers; supplying more than 3,000 devices in the past eight years. We have a dedicated hand-held support team that provides support and maintenance. The team is also responsible for innovation and research on current and future devices. We have supplied hand-held devices from the following leading manufacturers: Honeywell, Psion Dap, Casio, Motorola and Panasonic.

## **Surface water management planning**

We offer a holistic approach to surface water flood risk management, aimed at achieving best value for money for the client and their constituents.

## **Sustainability**

We believe that if we are to behave responsibly to all of our stakeholders – our local communities, our customers and suppliers, our staff and our shareholders – then we need to balance their needs in both the short-term and long term; making sure that our activities are sustainable.

## **Sustainable Drainage Systems (SUDS)**

We provide consultancy on Sustainable Drainage Systems (SUDS) and wetland treatment systems.

# T

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## **Technical services (project, programme and contracts management)**

Our expert team work across all of the public sector in areas such as health, education and justice, working in large-scale and complex programmes of change that need to be driven forward. Clients require consultants with appropriate experience and a range of technical skills such as finance, procurement, programme and project management to help them deliver successful outcomes. We support complex procurement (PFI) and manage change and capital programmes for a wide range of public sector clients across the UK. Our work is underpinned by robust governance and risk management processes supported by our team's application of proven industry standard methods.

## **Technology Approval Group (TAG)**

Our Technology Approval Group (TAG) promotes innovation and technology development. Established in Mouchel in 2005, TAG is a consortium of technology end-users from relevant industry sectors. In the water industry, for example, TAG involves representatives from the majority of the UK water companies.

## **Technology overview**

We offer the client a very broad transport technology service from consultancy through design, specification, implementation, management and operation.

## **Technology services (ICT strategy, transformation, solutions delivery and support services)**

We provide a range of technology orientated consulting, transformation, solutions delivery and configuration services across a wide range of market sectors. We help our clients to deliver the highest levels of technology effectiveness by ensuring that technology strategy and solutions support the business strategy. In addition we manage the processes and controls required to manage critical data and decisions in complex technical environments.

## **Topographical surveys**

The Survey team use the resources of over thirty staff based in a range of Mouchel offices such as Ellesmere Port, Stirling, Welwyn Garden City, Abingdon, Shrewsbury, and Trowbridge. The team provides surveying expertise both in-house to Mouchel and outsourcing to Mouchel projects and clients. Frequently the land survey team are embedded with, or supporting, managed services contracts. However we also have the capacity, equipment and expertise to support a wide range of clients across the full spectrum of Mouchel interests. We work closely with all our clients to realise their expectations and are committed to supplying a responsive, reliable, repeatable and flexible service to help minimise risk and cost both to Mouchel and its clients.

## **Town and country planning**

We provide advice on planning and consenting strategies to infrastructure developers. We also help internal and external clients to gain planning permission and other key consents (including development consent orders under the 2008 Planning Act) and manage negotiations on consenting conditions. Our work involves working with local authorities and other public sector organisations to improve their services such as dealing with planning applications and in preparing key documents, policies, and plans.

## **Traffic engineering**

Traffic engineering is paramount in promoting and delivering safer environments for highway users throughout the UK. We work with clients at a variety of scheme stages including concept, feasibility, consultation, detailed design, and construction and commissioning. Schemes delivered range from town centre regeneration projects, major junction improvements, to cycle tracks and pedestrian crossing works.

## **Traffic Management Act (TMA) and Street Works**

Our team provides consultancy advice across Mouchel contracts to assist clients in delivering existing and new legislation.

## **Transport consulting**

Our team has extensive knowledge of multi modal transport and the complex relationships in regulated industry. By using the wider subject matter from Mouchel's Highways and Rail expertise, we are helping our clients plan and implement effective and sustainable transport solutions for the future.

## **Transport planning (overview)**

We provide a range of transport and development planning services for public and private sector clients covering all modes of transport; ensuring dependable, efficient and cost effective solutions. Our teams, located across the UK, have a wide range of skills and experience covering the full life-cycle of policy and strategy formulation, option development, data collection and analysis, modelling, socio-economic research and analysis, economic appraisal, consultation and engagement, operational research and service transformation.

## **Transport policy and strategy**

We undertake a range of services in helping the public sector to develop and implement robust transport policies and strategies ranging from specific measures at a local level to high level regional advice including initiatives such as Local Transport Plans (LTP), Local Development Frameworks (LDF) and DaSTS Studies.

## **Transportation modelling**

We develop land use, strategic, multi-modal, micro-simulation and junction based models that aid transport planning for a wide variety of clients. Our services are used to examine specific strategies and proposals and to provide tools for the development of packages of transportation measures. In addition, we also undertake carbon modelling for transportation to determine the carbon impacts of potential strategies. We collect data for such models including traffic data, junction counts, parking, public transport, pedestrian, cyclist, travel diaries and travel surveys, socio-economic information and attitudinal surveys.

# U

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## **Urban design and masterplanning**

Our service provides masterplans for local authority clients. A masterplan is a visionary spatial plan which sets out long term proposals for the layout of buildings and spaces - defining movement strategy and land use in three dimensional modelling. Our work matches proposals to a delivery strategy and is usually supported by financial, economic and social policy documents and delivery mechanisms.

## **Urban ITS and urban traffic management and control (UTMC)**

We provide the implementation and integration of UTMC related systems including Urban Traffic Control (UTC) systems and Urban Intelligent Transport Systems (UITS). Our team provides consultancy services on the application of Urban Traffic Management and Control (UTMC) principles and standards. Technical consultancy services relating to traffic signals and control systems.

## **Utilities, energy and private sector consulting**

We provide strategic advice to clients and support the design and implementation of transformational change programmes. We work across energy, gas and water companies supporting the functions of operations, asset management, customer services, support services and IT.

# V

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## **Vehicle pound and removals management**

We provide a secure and fully managed vehicle pound to accommodate vehicles that have been removed under the Traffic Management Act 2004.

# W

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## Waste management services

We offer a wide range of waste services ranging from policy and strategy development through to design, planning and permitting, construction management and commissioning of waste management facilities. Our team works with both local authorities and contractors to deliver cost effective and sustainable solutions for waste management.

## Wastewater management

Our team provides tactical asset management of wastewater systems from source to treatment, including strategic planning studies, wastewater treatment modelling, investment planning studies and urban flood risk analysis. We work through framework contracts, one-off commissions and general consultancy agreements.

## Water and wastewater capital design frameworks

We provide a range of engineering services for UK water companies to fulfill their Asset Management Plan (AMP) commitments. This includes process, civil, mechanical and electrical design. Projects are undertaken for all water company assets including reservoirs, pipelines, sewers and overflows, pumping stations and clean and dirty treatment works.

## Water and wastewater treatment process engineering

We provide a range of process engineering services for water and wastewater treatment.

## Water management

Water management encompasses a range of services that support our clients in their optimal delivery of potable water to customers across the UK. This includes both asset management and operational management services. We work closely with our clients to seek continual improvements across the industry and delivery functions to ensure both customer and regulatory expectations are met and exceeded.

## Water quality (river and watercourse)

We provide measurement, analysis and trending of water quality within portable water systems. We have a longstanding record of evaluating and advising on water quality within distribution systems, especially concerning the effects of discolouration.

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# X

(there are currently no entries for this section)

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# Y

(there are currently no entries for this section)

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# Z

(there are currently no entries for this section)

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## A-Z Joint Ventures (JVs)

Joint ventures (JVs) allow Mouchel to provide the broad range of services that our clients require and to establish the sort of working relationships that most effectively meet service delivery. The following JVs describe each of our alliances in more detail.

### 2020 Knowsley

**Joint venture (JV):** 2020 Knowsley is a joint venture between 2020 Liverpool (in which Mouchel is the private sector partner) and Knowsley Metropolitan Borough Council. 2020 Knowsley delivers professional services to Knowsley under a 10-year contract as well as working for other clients such as housing associations and neighbouring local authorities. 2020 Liverpool and 2020 Knowsley work closely together, sharing expertise and resources to create a flexible resource to meet the needs of clients in the Merseyside region. 2020 Knowsley was originally set up in April 2005 to deliver property and professional services to the Council.

### 2020 Liverpool

**Joint venture (JV):** 2020 Liverpool is an innovative joint venture partnership between Mouchel and Liverpool City Council, formed in October 2003 to deliver property and professional services to the City of Liverpool and other clients, both in the public and private sector. After the decline in manufacturing and port-related industries that Liverpool had experienced since the 1970s strategic partnering with the private

sector was seen as an opportunity to inject new investment and follow a better understanding of specific markets. The council went through a long process to select the appropriate partner for 'Liverpool PLC' to grow the business. Liverpool City Council selected Mouchel to be the best partner, forming 2020 Liverpool as a joint venture partnership.

### **CostainMouchel**

**Joint venture (JV):** CostainMouchel is a partnership between Mouchel's water business and Costain to maintain Yorkshire Water's assets. Our role is to provide multi-disciplinary design services in support of two designs and build frameworks which will deliver approximately £150m of clean water and waste water improvements to facilities in East Yorkshire. These frameworks enable our team to have a direct input to improving the quality of both the local drinking water and the effluent being discharged from treatment works into local lakes, rivers and the sea.

### **EnterpriseMouchel (highways management and maintenance services)**

**Joint venture (JV):** EnterpriseMouchel is a fully incorporated company, jointly owned by Enterprise and Mouchel, to deliver integrated highways management and maintenance contracts for the Highways Agency, local authorities and Transport for London.

### **Hertfordshire Highways**

**Joint venture (JV):** Hertfordshire Highways is a three-way alliance between Hertfordshire County Council (client), Mouchel (managing agent design team) and AmeyLafarge (term maintenance contractor). Hertfordshire Highways delivers management and improvement services to local highways throughout the county of Hertfordshire.

### **The Impact Partnership**

**Joint venture (JV):** The Impact Partnership delivers highways, property, ICT, contact centre and payroll services to support the regeneration of the Rochdale borough over a 15 year period from April 2006. Our team has the best of private and public sector skills, creating an ambitious and socially aware organisation with the aim of supporting physical regeneration, creating sustainable jobs, introducing effective technology and providing exemplary services to all clients. By combining the best skills and backgrounds of all three partners, The Impact Partnership is helping to create a partnership 'way of doing business'. This way of working encourages substantial investment, a commercial ambition for growth, accountability and leadership and a social responsibility from our public stakeholders.

### **KMI Plus**

**Joint venture (JV):** A five-year framework agreement with United Utilities as process partners to deliver over £420m of capital water and wastewater schemes in the United Utilities northern area. Mouchel provides a full range of water and wastewater engineering design services as lead civil, structural, architectural and geo-technical engineers within the joint venture. We also provide the Civils Design Manager, Chief CDM Coordinator and Close-out Co-ordinator.

### **Mouchel Consortium**

**Joint venture (JV):** The Mouchel Consortium, led by Mouchel's Management Consulting business stream as prime contractor, offers clients a full range of specialist solutions by bringing together nationally and internationally recognised service providers. Mouchel Consortium is a specialist partner channel in providing technology services and is one of the most successful organisations in terms of the number of OGC buying solutions procurement framework lots we have won a place on. Mouchel Consortium brings together an array of organisations with a depth and breadth of delivery capability. Our solutions help public bodies to address the key transformational challenges they are facing through the delivery of ICT solutions.

### **PeekMouchel (technology management and maintenance services)**

**Joint venture (JV):** PeekMouchel is a joint venture between Mouchel and Peek Traffic Ltd which jointly have designed, implemented and maintained all aspects of The Highways Agency's (HA's) current standard technology systems. Our team offers a complete service of management, design, manufacture, maintenance, operation, asset management and consultancy skills that span more than 20 years of highways technology and support commissions.

### **Pevensey coastal defence limited**

**Joint venture (JV):** A joint venture providing management of 10km of the Sussex coastline for the Environment Agency, through a 25 year PFI contract. The contract value is approx £30m.

### **ScotlandTranServ (highways management and maintenance services)**

**Joint venture (JV):** A strategic alliance between Mouchel and Balfour Beatty that provides long-term highway management services throughout the Scotland region.

## Severn Trent

**Joint venture (JV):** Our team of experts within Mouchel's water business support Severn Trent Water maintains its assets through a framework contract with Severn Trent Water. Our role is to provide multi-disciplinary design services in support of two designs and build frameworks which will deliver approximately £150m of clean water and waste water improvements to facilities in the Severn Trent region. These frameworks enable our team to have a direct input to improving the quality of both the local drinking water and the effluent being discharged from treatment works.

## Unity Partnership

**Joint venture (JV):** Unity Partnership is an innovative joint venture partnership between Mouchel and Oldham Council, with Agilisys as the ICT subcontractor. Established in May 2007 and employing 400 professionals, Unity Partnership delivers property, highways and engineering, ICT, and customer and exchequer services to support community regeneration, transform services, drive efficiencies, and create new job and opportunities in the Oldham and Greater Manchester region.

## Westminster TranServ

**Joint Venture (JV):** A joint venture, between Mouchel and Balfour Beatty Infrastructure Services Ltd, delivering highway maintenance, street lighting and management technology services to help Westminster City Council maintain its highways network.

For more information, or for a more detailed discussion, please contact us at:

**Mouchel**  
Export House  
Cawsey Way  
Woking  
Surrey  
GU21 6QX

T: +44 (0) 1483 731 000  
M: +44 (0) 1483 731 003  
E: [info@mouchel.com](mailto:info@mouchel.com)