



## **SBEM ONLINE PLUS**

*The pros and cons and a way forward.*

This software is very good but could be so much better with only a few adjustments.

- Build Date.
- Number of stories.
- Additional data shown on:
  - Construction Details summary
  - Glazing Details summary
  - HVAC Details summary
  - Zone Details summary
  - Window Details summary
  - Doors Details could show area.
- Boiler Information database look-up as RdSAP.
- Plans show windows but too small.
- Plans show dimensions; ceiling height would help.
- Plans need to allow for 45 degree angles.
- Zones created with no envelopes.
- Envelope summary screen odd number of lines.
- Listing of envelopes within a zone in random sequence (NSEW preferred).
- Graphical display cuts off some action buttons.
- User Group and/or Member List

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The initial user interface is very useable. Here new EPC jobs are created and edited. EPCs can be edited from here and there is access to jobs which have been completed on a **look but don't touch** basis. EPC jobs can be copied which is handy if there are several very similar EPCs to be completed.

Dropping into the detail of each EPC job the work is divided into several sections. Each of these will be discussed in the sequence they appear to the user.

## Opening Page

*The general layout and address set-up.*

Reference	My Reference	NBSA Reference	SBEM Version	Project Name	Inspection date	Address	Status
00000413	36917		6.1.e.0	PENBEAGLE	23/02/2024	Penbeagle Stores, 13-15 Corva Road, ST. IVES, TR26 2HZ	Lodged
00000412	36230		6.1.e.0	BEAUTY	08/02/2024	The Abtc, Celar, 25 Street-on-Garrow, ST. IVES, TR26 1SG	Lodged
00000411	35916		6.1.e.0	BARKING	02/02/2024	Barking Bubbles, Lender Lane, MULLION, TR12 7HW	Lodged
00000410	35915		6.1.e.0	MILK	02/02/2024	Milk Barn Cafe, Lender Lane, MULLION, TR12 7HW	Lodged
00000409	35845		6.1.e.0	CHERRY TREE	01/02/2024	Cherry Tree Workshop, Ebenezer Road, RUAN MINOR, TR12 7JR	Lodged
00000408	35489		6.1.e.0	CURIO	25/01/2024	55 Fore Street, REDRUTH, TR15 2AF	Lodged
00000407	34757		6.1.e.0	SALON	25/01/2024	53 Fore Street, REDRUTH, TR15 2AF	Lodged
00000406	34649		6.1.e.0	MEXICO	11/01/2024	Mexico Inn, 4 Riverside, Long Rock, PENZANCE, TR20 8JD	Lodged
00000405	34510		6.1.e.0	GREEN	08/01/2024	The Elm, 61 Green Lane, REDRUTH, TR15 1LS	Lodged
00000404	33717		6.1.e.0	CORNISH TECH	04/01/2024	Cornish Tech, Tregenna Place, ST IVES, TR26 1SB	Lodged
00000403	33587		6.1.e.0	CUTLER CARPETS	08/12/2023	87 Causewayhead, PENZANCE, TR18 2DR	Lodged
00000402	32214		6.1.e.0	WATERFRONT INN	13/12/2023	The Water Front Inn, Forth on Nanoo, Portneath, REDRUTH, TR16 4NQ	Lodged
00000401	31711		6.1.e.0	SPAR Shop	02/11/2023	135 Menage Street, HELSTON, TR13 8RW	Lodged
00000400	31420		6.1.e.0	ROUYS FLUDGE	30/10/2023	Rouys Fudge Pantry, Market Place, MARAZION, TR17 0AR	Lodged
00000399	31277		6.1.e.0	SUNDAY SCHOOL	27/10/2023	Methodist Sunday School, Chapel Street, MOUSEHOLE, TR19 6SD	Lodged
00000398	31188		6.1.e.0	EMPTY SHOP	26/10/2023	6 Tregenna Place, ST IVES, TR26 1SD	Lodged

## The Home Page

The Home Screen shows the property we are working on together with statistics on computer input so far. It allows us to select which portion of the job we wish to work on.

**SBEM Online** Home page and summary

Version : 6.02r27 SBEM 6.1.e

**General**

- Home
- General
- Air-Conditioning
- Regulation 25A

**Libraries**

- Constructions
- Glazing
- Thermal Bridges
- Solar Collectors
- HVAC
- HWS
- SES
- Lights
- Ventilation
- Exhaust
- PV
- Wind

**Geometry**

- Plan
- Zones
- Adjoining properties
- Envelopes
- Windows
- Doors

**Results**

- Results
- Recommendations
- EPBD Audit

**General**

Penbeagle Stores  
13-15 Corva Road

**Address**  
ST. IVES  
TR26 2HZ

**Inspection date**  
23-Feb-2024

**Report Id**  
36917

**Project**  
A1/A2 Retail and Financial/Professional services

**Building type**  
Stores

**Company Name**  
Edit  
Cornish Energy

**Emp/Trading Address**  
Edit  
Gew Farmhouse, Prospidnick, Helston, Cornwall, TR13 0RY

**Libraries**

- Floors: 1 floor type entry
- Walls: 3 wall type entries
- Roofs: 2 roof type entries
- Doors: 1 door type entry
- Glazing: 1 glazing entry
- Thermal bridges: 1 thermal connection entry
- HVAC: 2 HVAC entries
- HWS: 1 hot water entry
- SES: 0 SES entries
- Lights: 2 lighting entries
- Ventilation: 1 ventilation entry
- Exhaust: 2 exhaust entries
- PV: 0 PV entries
- Wind: 0 wind generator entries

**Geometry**

Select project

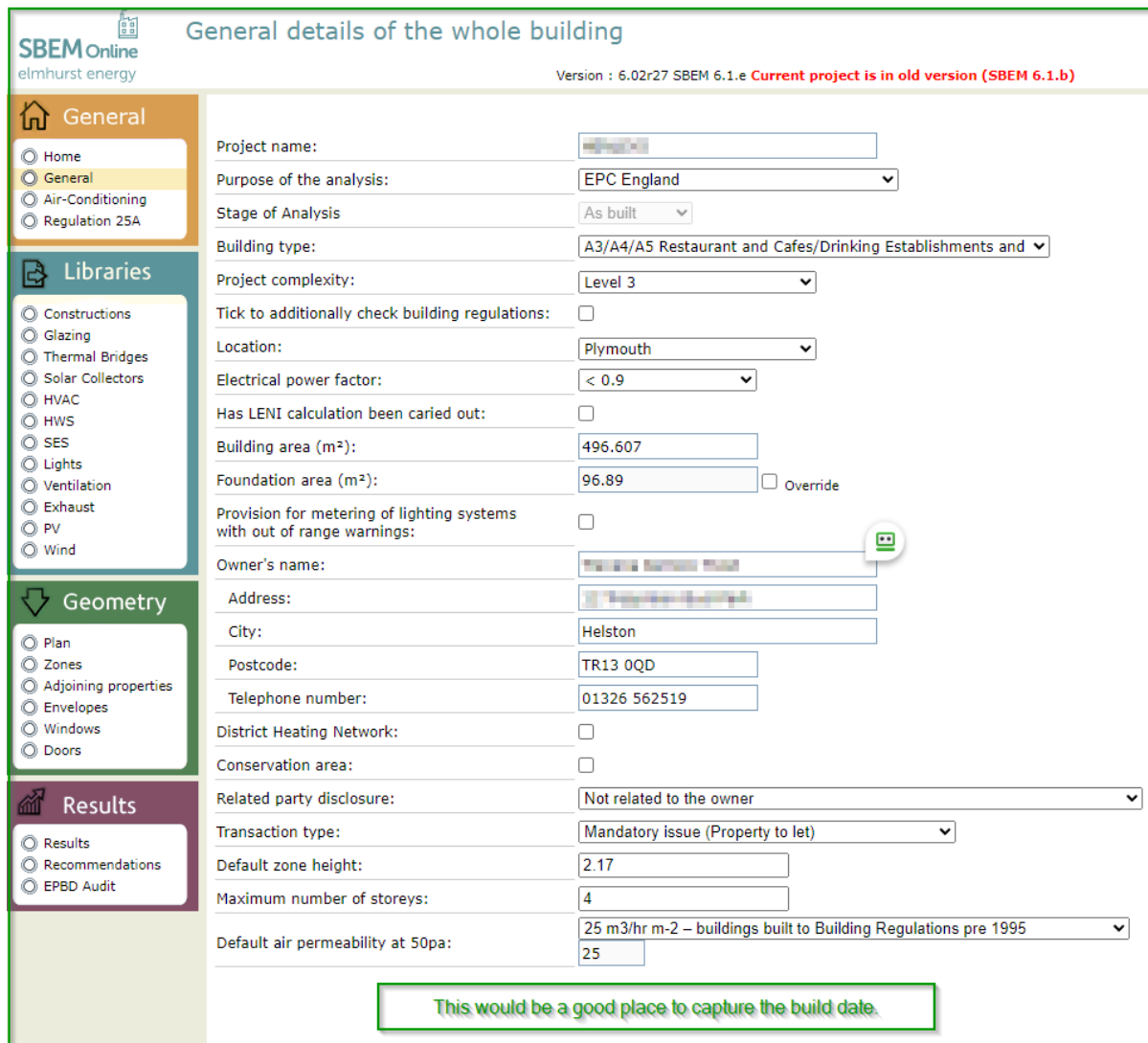
Zones: 5  
Doors: 2  
Windows: 2  
Envelopes: 32

**Best-one**  
13-15 Corva Rd, Saint Ives TR26 2HZ  
3.4 ★★★★★ 12 reviews  
View larger map

## The General Page

**BUILD DATE:** This would be a good place to put the build date, as with domestic EPCs.

The **General Screen** allows more detailed information to be fed in. No problems with this. Although we are now instructed to set the number of stories at TWO even for a single level property.



SBEM Online  
elmhurst energy

Version : 6.02r27 SBEM 6.1.e **Current project is in old version (SBEM 6.1.b)**

### General details of the whole building

**General**

- Home
- General
- Air-Conditioning
- Regulation 25A

**Libraries**

- Constructions
- Glazing
- Thermal Bridges
- Solar Collectors
- HVAC
- HWS
- SES
- Lights
- Ventilation
- Exhaust
- PV
- Wind

**Geometry**

- Plan
- Zones
- Adjoining properties
- Envelopes
- Windows
- Doors

**Results**

- Results
- Recommendations
- EPBD Audit

Project name: [text box]

Purpose of the analysis: EPC England

Stage of Analysis: As built

Building type: A3/A4/A5 Restaurant and Cafes/Drinking Establishments and ...

Project complexity: Level 3

Tick to additionally check building regulations:

Location: Plymouth

Electrical power factor: < 0.9

Has LENI calculation been carried out:

Building area (m<sup>2</sup>): 496.607

Foundation area (m<sup>2</sup>): 96.89  Override

Provision for metering of lighting systems with out of range warnings:

Owner's name: [text box]

Address: [text box]

City: Helston

Postcode: TR13 0QD

Telephone number: 01326 562519

District Heating Network:

Conservation area:

Related party disclosure: Not related to the owner

Transaction type: Mandatory issue (Property to let)

Default zone height: 2.17

Maximum number of storeys: 4

Default air permeability at 50pa: 25 m<sup>3</sup>/hr m<sup>2</sup> – buildings built to Building Regulations pre 1995

25

This would be a good place to capture the build date.

**Air-Conditioning** is either YES or NO

**Regulation 25A** is rarely relevant.


# LIBRARIES

## Constructions

*The setup for building components.*

Show <span>All</span> ▼							
New Floor		New Wall		New Roof		New Door	
Change		Delete					
Select	Name	Construction	Exposure	U-Value	Kappa	Used	Default
▶	Concrete Floor	Floor or Ceiling	Underground	0.58	36	7	Ground Floor
▶	Cavity Wall	Wall	Exterior	0.65	182	17	External
▶	Metal Sandwich	Wall	Exterior	0.6	7	9	
▶	Inner Partition	Wall	Conditioned adjoining space	1	20	34	Internal
▶	Metal Roof	Roof	Exterior	0.35	8.55	5	Roof
▶	Glazed Metal Door	Door		3	11.25	2	
▶	Middle Floor	Floor or Ceiling	Conditioned adjoining space	1	20	10	
▶	Roller Door	Door		5.7	1.76	1	

This nicely lists the construction items that have been created, but it does not list all that it might. It would be useful to the assessors to be able to quickly check what details had been entered without having to go into the detail of each item. Especially relevant to the Building regulations compliance.



### Construction details - Floor

---

Entry method: Help With Inference Values ▼

Reference name\*: Concrete Floor

Sector: Industrial ▼

Building regulation compliance: 1985 Regulations (England & Wales) ▼

Construction type: Solid ground floor ▼

U-value (W/m<sup>2</sup>K): 0.58

U-value correction:

Km (kJ/m<sup>2</sup>K): 36

Default exposure: Underground ▼

Default highest ceiling/roof:

Default floor:

Default lowest floor:


\*The name is autogenerated from the category and building regs or the category if left blank

# Glazing

*The details of windows.*

Again, some details could be added to this display.

<b>New</b> <b>Change</b> <b>Delete</b>					
Select	Name	U-Value	Total Solar Energy Transmittance	Visible Solar Energy Transmittance	Used
▶	Metal D/G	4.458	0.76	0.8	7
▶	Sky Lights	4.512	0.8	0.8	1



## Glazing details

Entry method:

Reference name\*:

Building regulation compliance:

Number of panes:

Coating:

Frame material:

U-Value:  W/m<sup>2</sup>K

Total solar energy transmittance:

Visible solar energy transmittance:

Adjusted for horizontal orientation:

\*The name is autogenerated from the building regs and No Panes or the Glazing Library if left blank

**OK** **Cancel**

# HVAC

*This section would benefit from several enhancements.*

This summary screen is one of the least informative; more detail is needed.

New	Change	Delete	Electric Resistance	Zones without HVAC	Other systems	Heat & mech cooling
Select	Description	Type	Used			
▶	Panel Heating	Other local room heater - unfanned	10			
▶	ZoneWithOut	No Heating or Cooling	1			
▶	GRANT OIL Boiler	Central heating using water: radiators	0			

**SBEMOnline**  
elmhurst energy Version : 6.02.4

Description:

Type:

**Heating system**

Heat source:

Heating fuel:

Variable Speed Pump:

Variable speed pump type:

System also uses CHP:

Does it qualify for ECAs:

Was installed on or after 1998:

Effective seasonal efficiency: (HEAT-GEN-SEFF)   Override

M&T with alarm for 'out of range' values:

Central time control

Optimum start/stop control

Local time control (i.e. room by room)

Local temperature control (i.e. room by room)

Weather compensation control

COOL-SSEER

HEAT-SSEFF

Bivalent HVAC

*There are no bivalent heat sources*

Heat generator test

Fuel type

General seasonal efficiency:

Load percentage:

Boiler details need to be made more available by using the same dBase lookup as for RdSAP. This should be integrated into the software as with domestic EPCs. Having to look up a boiler on the SEDBUK system is painfully tedious. It is much easier to pick off a list of possibles.

PCDF Boilers Boiler search    Advanced boiler search    Community heating networks

Full text search  Full Details | Select | Cancel

Table	Ref No	Brand name ***	Brand name	Model name	Model qualifier	Boiler ID ***	Main Type ***	Current / Obsolete	Fuel ***
GasAndOilBoilers	98	Baxi Heating	Baxi Heating	Wm	20/3rs	4107739	Regular boiler	obsolete	Mains gas
GasAndOilBoilers	99	Baxi Heating	Baxi Heating	Wm	281rs	4107707	Regular boiler	obsolete	Mains gas
GasAndOilBoilers	100	Baxi Heating	Baxi Heating	Wm	282rs	4107731	Regular boiler	obsolete	Mains gas
GasAndOilBoilers	102	Baxi Heating	Baxi Heating	Wm	38/3	4107735	Regular boiler	obsolete	Mains gas
GasAndOilBoilers	103	Baxi Heating	Baxi Heating	Wm	381rs	4107705	Regular boiler	obsolete	Mains gas
GasAndOilBoilers	104	Baxi Heating	Baxi Heating	Wm	382rs	4107732	Regular boiler	obsolete	Mains gas
GasAndOilBoilers	105	Baxi Heating	Baxi Heating	Wm	40/3of	4107738	Regular boiler	obsolete	Mains gas
GasAndOilBoilers	106	Baxi Heating	Baxi Heating	Wm	401of	4107704	Regular boiler	obsolete	Mains gas
GasAndOilBoilers	108	Baxi Heating	Baxi Heating	Wm	402of	4107709	Regular boiler	obsolete	Mains gas
GasAndOilBoilers	109	Baxi Heating	Baxi Heating	Wm	51/3	4107734	Regular boiler	obsolete	Mains gas
GasAndOilBoilers	110	Baxi Heating	Baxi Heating	Wm	511rs	4107708	Regular boiler	obsolete	Mains gas
GasAndOilBoilers	111	Baxi Heating	Baxi Heating	Wm	512rs	4107733	Regular boiler	obsolete	Mains gas
GasAndOilBoilers	113	Baxi Heating	Baxi Heating	Wm	532rs	4107706	Regular boiler	obsolete	Mains gas
GasAndOilBoilers	114	Baxi Heating	Baxi Heating	Wm	55/3of	4107737	Regular boiler	obsolete	Mains gas
GasAndOilBoilers	115	Baxi Heating	Baxi Heating	Wm	551of	4107702	Regular boiler	obsolete	Mains gas
GasAndOilBoilers	116	Baxi Heating	Baxi Heating	Wm	552of	4107710	Regular boiler	obsolete	Mains gas
GasAndOilBoilers	117	Baxi Heating	Baxi Heating	Wm	60/3rs	4107740	Regular boiler	obsolete	Mains gas
GasAndOilBoilers	126	Broag Remeha	Broag Remeha	W40M Eco			Regular boiler	obsolete	Mains gas
GasAndOilBoilers	127	Broag Remeha	Broag Remeha	W60M Eco			Regular boiler	obsolete	Mains gas
GasAndOilBoilers	130	Burco Maxol	Burco Maxol	Microturbo	40 SRF & 40 MDF	4120219	Regular boiler	obsolete	Mains gas

1 - 20 / 10185 | 1 2 3 4 5 6 7 8 9 10 ... Last

## HWS

*No issues here.*

## SES

*No issues here.*

## Lights

*No issues here.*

## Ventilation

*No issues here.*

## Exhaust

*No issues here.*

## PV

### Section

Simple Enough but difficult to obtain reliable information. Very few owners or tenants have the required information to hand.

## Wind

*No issues here.*

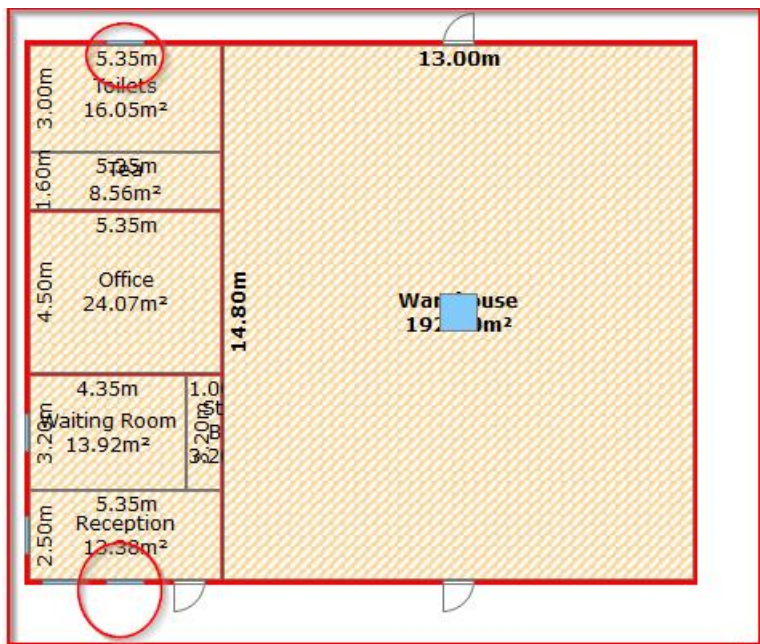


# GEOMETRY

## Plan

*This section requires a lot of focus.*

The recent enhancement which pictures windows and door on the plan is most welcome. It suffers from being a bit too cautious. The graphics need to be slightly more pronounced as they are sometimes difficult to spot depending on how the magnification is set.



The plan drawing only allows 90 degree angles (right angles). This is severely limiting. It is surprising how often assessors come up against wedge shaped rooms. Just allowing 45 degree corners would give that little bit of extra flexibility in drawing up accurate plans.

Dimensions are now shown on the plans, and this is a welcome addition. Would suggest that ceiling heights were also indicated.

## Zones

The information shown on this summary screen could well be enhanced. It could at the very least show the same items as come up when drawing up a plan.

Select	Name	Storey	Length	Width	Area	Height	Activity	Envelopes
▶	Wash	Ground Floor	3.00	1.50	4.5	2.24	Generic Office Area	6
▶	WC	Ground Floor	2.5	1.5	3.75	2.24	Toilet	6
▶	Grooming Room	Ground Floor	5.50	4.00	22	2.24	Generic Office Area	7
▶	Reception	Ground Floor	4.30	4.0	17.2	2.24	Small Shop Unit Sales area - general	0

This could include Heating, hot water, lighting, ventilation and exhaust.

Home / Summary
Lowest floor ▼
New
Edit
Delete
Copy
🔍 400% 🔍
🔒

Show zones

Show envelopes

Add windows

Add doors

**HVAC** +

Default Heating ▼

**HWS** +

Santon 7L ▼

**Lighting** +

Thin Tubes ▼


**Ventilation** +

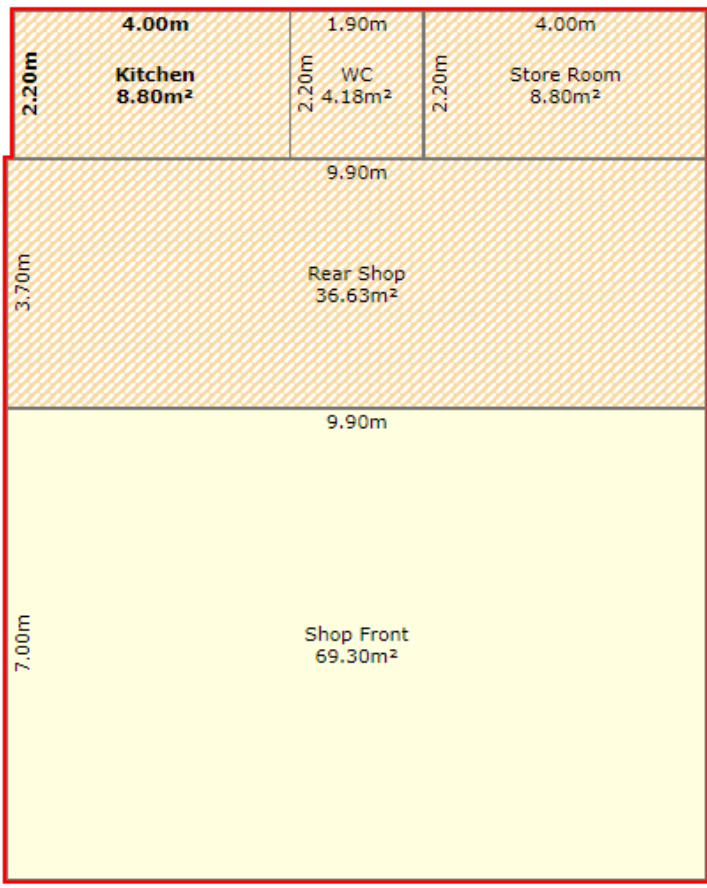
Default Natural Ver ▼

**Exhaust** +

Default No exhaust ▼

Show dimensions





These items might be shown on the summary display.

## Adjoining Properties

*No issues here.*

## Envelopes

*This section has recently given new problems.*

When a zone is defined envelopes are constructed. At the very least there are always six envelopes for walls, floor and roof. Disappointingly sometime there are no envelopes at all.

Select	Name	Storey	Length	Width	Area	Height	Activity	Envelopes
▶	Kitchen	Ground Floor	3.00	4.95	14.85	2.32	Food preparation area	6
▶	Servery	Ground Floor	3.00	4.95	14.85	2.32	Food preparation area	7
▶	Dining Area	Ground Floor	7.10	4.95	35.15	2.32	Eating/drinking area	0

This keeps happening. Zones with no envelopes.

It seems the only way to get around this is to define a dummy zone which then gets given zero envelopes but the envelopes now appear for the previously envelope-free zone.

Select	Name	Storey	Length	Width	Area	Height	Activity	Envelopes
▶	Kitchen	Ground Floor	3.00	4.95	14.85	2.32	Food preparation area	6
▶	Servery	Ground Floor	3.00	4.95	14.85	2.32	Food preparation area	6
▶	Dining Area	Ground Floor	7.10	4.95	35.15	2.32	Eating/drinking area	6
▶	spacer	Ground Floor	2	2	4	2.32	Performance area (stage)	0

Create a dummy zone which is given no envelopes, but now the Dining Area has envelopes as it should.

The build date of a property has a profound effect on the EPC score. Unfortunately, SBEM does not allow of this. Instead, we are reduced to making a guesstimate of which set of building regulations best suits the building.

SBEM Online  
elmhurst energy

Construction details - Wall

Version : 6.02r27 SBEM 6.1.e

Entry method: Help With Inference Values

Reference name\*: Cavity Wall

Sector: Retail

Building regulation compliance:

Construction type: 1965, 1974 or 1981 Regulations (England & Wales)

U-value (W/m<sup>2</sup>K):

Km ( kJ/m<sup>2</sup>K):

Metal cladding:

Default exposure:

Default internal wall:

Default external wall:

\*The name is autogenerated from the category and build

My property was built in 1945. There is no category here other than "no date, uninsulated"

Because there are an odd number of lines in this display some information gets split across two screen. This makes checking difficult.

Zone filter: All Orientation filter: Horizontal Exposure filter: All Construction filter: All

Select	Zone	Orientation	Construction	Area	Exposure	Type	Windows	Window Area	Doors	Entry
	WC	Horizontal	Concrete Floor	4	Underground	Floor or Ceiling				Auto
	WC	Horizontal	Ceiling	6.8	Conditioned adjoining space	Floor or Ceiling				Modified
	Cooking	Horizontal	Concrete Floor	10.8	Underground	Floor or Ceiling				Auto
	Cooking	Horizontal	Ceiling	18.36	Conditioned adjoining space	Floor or Ceiling				Modified
	Dining Area	Horizontal	Concrete Floor	48.1	Underground	Floor or Ceiling				Auto
	Dining Area	Horizontal	Ceiling	48.1	Conditioned adjoining space	Floor or Ceiling				Modified
	Wash-Up	Horizontal	Concrete Floor	5.2	Underground	Floor or Ceiling				Auto
	Wash-Up	Horizontal	Ceiling	5.2	Conditioned adjoining space	Floor or Ceiling				Modified
	Right Side	Horizontal	Concrete Floor	14.3	Underground	Floor or Ceiling				Auto
	Right Side	Horizontal	Ceiling	14.3	Conditioned adjoining space	Floor or Ceiling				Modified
	Cook Rear	Horizontal	Concrete Floor	7.56	Underground	Floor or Ceiling				Auto
	Cook Rear	Horizontal	Slate Roof	7.56	Exterior	Roof	0			Modified
	WC-Rear	Horizontal	Concrete Floor	2.8	Underground	Floor or Ceiling				Auto
	WC-Rear	Horizontal	Slate Roof	2.8	Conditioned adjoining space	Roof				Modified
	Window Seat	Horizontal	Concrete Floor	3.6	Underground	Floor or Ceiling				Auto

1 2 Next

Odd number of lines

The sequence of the envelope information seems to be random. It would be easier if there was a consistency going down the page. I think most people would go with an easy to remember sequence such as: North, South, East, West.

Envelopes

Version : 6.01r46 SBEM 6.1.b

Zone filter: Right Side Orientation filter: All Exposure filter: All Construction filter: All

New Change Delete connected to WC

Select	Zone	Orientation	Construction	Area	Exposure	Type	Windows	Window Area	Doors	Entry
▶	Right Side	South	▼ Cavity Wall	11.7	▼ Exterior	Wall	2 +	4.80	0 +	Auto
▶	Right Side	West	Virtual	18.72	Virtual	Wall				Auto
▶	Right Side	Horizontal	▼ Concrete Floor	35	▼ Underground	Floor or Ceiling				Auto
▶	Right Side	Horizontal	▼ Ceiling	40	▼ Conditioned adjoining space	Floor or Ceiling				Modified
▶	Right Side	North	▼ Cavity Wall	7.02	▼ Exterior	Wall	0 +		0 +	Auto
▶	Right Side	East	▼ PARTY Wall	4.68	▼ Conditioned adjoining space	Wall				Modified
▶	Right Side	North	▼ Inner Wall	4.68	▼ Conditioned adjoining space	Wall				Auto
▶	Right Side	East	▼ Inner Wall	5.85	▼ Conditioned adjoining space	Wall				Auto
▶	Right Side	East	▼ Cavity Wall	8.19	▼ Exterior	Wall	0 +		0 +	Manual

Same compass points should be grouped together

The graphical display is a bit wonky. Here it is cutting off the three green buttons. They still work but it can be a bit tricky.

SBEM Online  
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Envelopes

Version : 6.01r46 SBEM 6.1.b

Zone filter: Dining Area Orientation filter: All Exposure filter: All Construction filter: All

New Change Delete connected to Window

Select	Zone	Orientation	Construction	Area	Exposure	Type	Windows	Window Area	Doors	Entry
▶	Dining Area	North	Virtual	12.64	Virtual	Wall				Auto
▶	Dining Area	North	▼ Inner Wall	4.68	▼ Conditioned adjoining space	Wall				Auto
▶	Dining Area	East	▼ Inner Wall	12.87	▼ Conditioned adjoining space	Wall				Auto
▶	Dining Area	East	▼ Cavity Wall	2.34	▼ Exterior	Wall	0 +		0 +	Auto
▶	Dining Area	South	▼ Inner Wall	9.36	▼ Conditioned adjoining space	Wall				Auto
▶	Dining Area	South	▼ Cavity Wall	6.84	▼ Exterior	Wall	0 +		0 +	Auto
▶	Dining Area	South	▼ Cavity Wall	1.11	▼ Exterior	Wall	0 +		0 +	Auto
▶	Dining Area	West	▼ Cavity Wall	15.21	▼ Exterior	Wall	0 +		0 +	Auto
▶	Dining Area	Horizontal	▼ Concrete Floor	48.1	▼ Underground	Floor or Ceiling				Auto
▶	Dining Area	Horizontal	▼ Ceiling	48.1	▼ Conditioned adjoining space	Floor or Ceiling				Modified

## Windows

There is a wide variety of window option available. This would be very useful if assessors had a fuller knowledge of all window types. Additionally, it is difficult to discern what is being observed. The presence of inert gasses is not obvious. The presence of different insulation in window frames is also hidden. Without specification sheets most data has to be inferred.

This information could be included on the summary display table.

**SBEM Online**  
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### Glazing details

Entry method: Help With Inference Values

Reference name\*: Metal D/G

Building regulation compliance: 1985 Building Regulations (E&W)

Number of panes: DOUBLE

Coating: Uncoated, clear

Frame material: Aluminium

U-Value: 4.458 W/m<sup>2</sup>K

Total solar energy transmittance: 0.76

Visible solar energy transmittance: 0.8

Adjusted for horizontal orientation:

\*The name is autogenerated from the building regs and No Panes or the Glazing Library left blank

OK Cancel

## Doors

Doors

Version : 6.01r46 SBEM 6.1.b

Floor: All Zone: All Envelope: All

New Change Delete

Select	Name	Zone	Orientation
▶	2 Rollers	Work Bay Left	South
▶	Store Door	Store Room	West
▶	2 rollers	Work Bay Right	South

Why not show areas so I can check all my work in one easy glance instead of opening up each individual door one at a time ?

# RESULTS

## Results

*No issues here.*

## Recommendations

*No issues here.*

## EPBD Audit

*No issues here.*

# SUGGESTIONS

## User Group

Users of Elmhurst services and especially the software need to be formulated into a user group. It is not the intention to form an argumentative union-style body, but to have meaningful discussion on how we all get along together.

Previously some Elmhurst people were members of DCHI. This has transformed to now be known as Proficiency (<https://proficiency.services>). This body is fast becoming national in its scope and coverage, offering support in the form of information documentation, online meetings, CPD and many other benefits. The companionship is invaluable.

Users would no doubt benefit from having a tighter association with Elmhurst. Just now there is nobody to discuss issues with other than the help desk. These men and women have been stout friends and advisors over the years, but they have limited time to discuss anything outside of technical issues.

At the very least it would be useful to see who is accredited with Elmhurst. An online membership list would be simple to set up.

We need somebody to talk to. We need somebody to listen.

# James Tyas

Born Manchester 1950.

20 years in Canada.

Returned 1972

Various roles.



Ten years IT director. Two years with IBM

Working as a DEA and NDEA since October 2007

A keen advocate of all new software but usually disappointed.

Have attempted to speak with Elmhurst developers on several occasions.



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