



LINKS CarePath Suite

SERVICE DEFINITION

G-Cloud 15

For Keyworkers



Links Manager



Links CarePath

For the public



changeyourtomorrow

For service users



my CarePath



Certificate No 21908

www.illycorp.com

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LINKS CarePath is a market-leading therapeutic system that offers a

comprehensive case management and reporting system to help clients requiring support around substance misuse, The complete client information and reporting system that supports initiatives on Substance Misuse (Drugs and Alcohol), Criminal Justice and Young People.

Used by Commissioners, Service Managers and Keyworkers, the system has been developed and refined through our consultative approach. This is why **100%** of our clients also say that they would recommend the system to other services and authorities.

ILLY has been working in the substance misuse sector, in partnership with OHID, since 2005, and have a proven track record of delivering NDTMS compliance to our clients since core Data Set C.

We operate across sites nationally - these include NHS Trusts, Council, Community services, Prisons, Residential Rehabilitation and in-patient detox services, Families Services and Young People's services.

Key Features and Benefits

- ✚ A fully web-based case management tool
- ✚ NDTMS compliant across all Adult, YP and Criminal Justice datasets
- ✚ A flexible, fully scalable solution
- ✚ Advanced record search across a range of client data and criteria
- ✚ Customisable manager, keyworker and client record dashboards
- ✚ Powerful user-driven reporting
- ✚ Directorate-based security for appropriate data sharing
- ✚ Integrated functionality for all services:
 - Community Adult
 - Young People
 - Residential rehab / in-patient detox units
 - Prescribing
 - Harm Reduction / Needle and Syringe Programme (NSP)
 - CJIT
 - Secure Settings (Prison / YOIs)
 - Supported Housing
 - myCarePath Service User Portal
- ✚ Integrated NHS.uk lookup tool for GPs, dental practices and pharmacies
- ✚ Episode promotion wizards for quick re-presentation logging
- ✚ TOPs/YPOR data with interactive line graph displays
- ✚ Case notes with auto-save draft and template functionality
- ✚ Drag-and-drop file attachments
- ✚ SMART objective-driven care plans and risk assessments
- ✚ Appointments diary with interventions and virtual calendar synchronisation
- ✚ Configurable Case review wizard for conducting regular client reviews
- ✚ Advanced safeguarding information with interactive family / affected other diagram
- ✚ Drug screening tests and results, including BBV data, STIs and pregnancy
- ✚ Advanced data protection and third party consents for multi-agency working
- ✚ Actionable team / client alerts
- ✚ Task and event based reminders to support effective case management
- ✚ Comprehensive user and client data audit logs
- ✚ Advanced Reporting Tool for custom reporting requirements
- ✚ ADAPT outcome questionnaire for personalised treatment with interactive line graph display
- ✚ Record completeness (%) bar for improved data quality

Criminal Justice Module

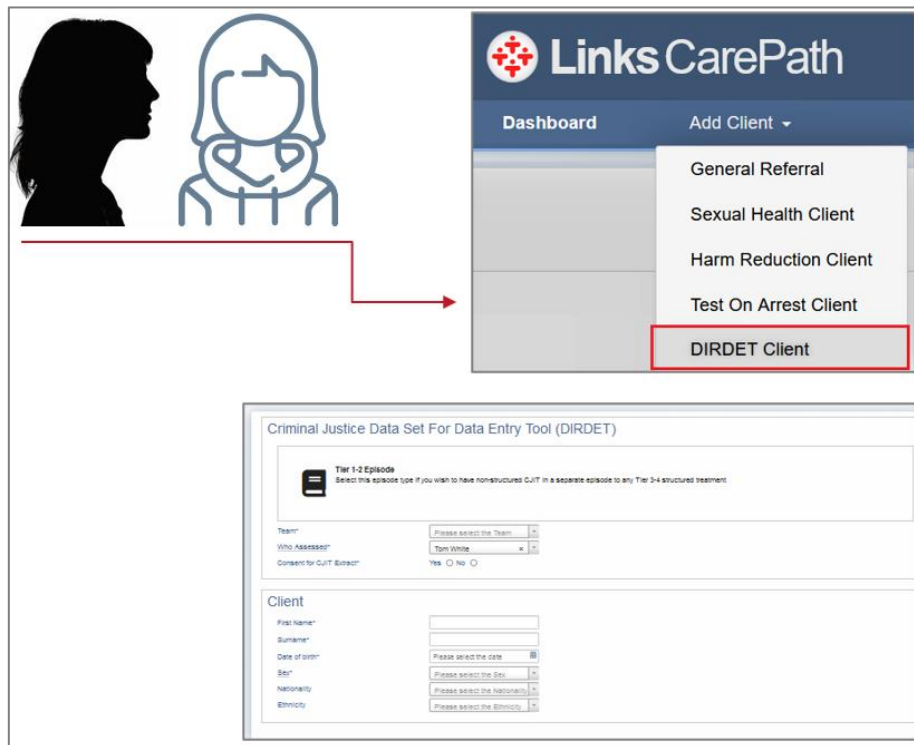
The LINKS CarePath Criminal Justice module optimises the system for use by services delivering interventions in a criminal justice setting and promotes continuity of care between Community and Criminal Justice services.

The module allows for seamless information recording around the CJIT process, with all client information sitting within a single treatment episode.

At ILLY, we work closely with Public Health and local PCCs to maintain compliance with new NDTMS and Criminal Justice requirements. LINKS CarePath is fully compliant with the NDTMS Secure Settings Data Set and is one of the few systems currently being used in prisons across the UK.

Features & Benefits

- + Includes the single DIRDET form with full data validation and processing
- + Supports a Single Client View; no need to open separate treatment episodes in the system
- + Compliant CJIT Extract which meets OHID standards
- + Provides comprehensive case management and outcomes reports
- + Cuts down time spent on reporting
- + Seamless transition from community to prison and vice versa
- + Advanced security and consent setting. No need for separate episodes; everything is done simply and easily within a single treatment episode
- + Removes the need for paper-based processes
- + Removes the need for duplicate data entry



The screenshot displays the Links CarePath interface. On the left, there are icons representing a person's profile and a person in a prison uniform. A red arrow points from these icons to the 'DIRDET Client' option in the 'Add Client' dropdown menu. Below this, the 'Criminal Justice Data Set For Data Entry Tool (DIRDET)' form is shown. The form includes fields for 'Tier 1-2 Episode', 'Team', 'Who Assessment?', 'Consent for CJIT Extract', and 'Client' details (First Name, Surname, Date of birth, Sex, Nationality, Ethnicity). Each field has a corresponding dropdown menu or input field.

Prescribing Module

The Prescribing module of LINKS CarePath employs simple-to-use tools to make producing detailed and flexible prescriptions simple. A host of automatic functionality allows scripts to be created in seconds whilst validation allows the system to safeguard against invalid pick-ups and duplicate scripts.

We worked in partnership with large NHS and non-NHS prescribing services to develop a fully compliant and integrated Prescribing Module for LINKS CarePath. The module is currently being used by statutory and non-statutory prescribing teams across the UK and by working in partnership with these services we ensure that the system continues to meet clinical governance.

Features & Benefits

- ✚ Automatically calculates titration and reduction dosages
- ✚ Ability to map medications and instalment instructions to FP10MDA (blue) or FP10 (green) scripts accordingly
- ✚ Recognises public holidays and pharmacy closing days for smart pickup calculation
- ✚ Mark holiday and supervised consumption prescriptions
- ✚ Add bespoke instructions for the Pharmacist
- ✚ Supports 28 day scripts (e.g. Buvidal)
- ✚ Supports the prescribing of prolonged release medications (e.g. Buvidal)
- ✚ Prints multi-dose prescriptions to support buprenorphine prescribing for OST
- ✚ Ensures compliance with UK guidelines on Clinical Management (Orange Book)
- ✚ Therapeutically designed Prescription Regime Model
- ✚ Reduces human error
- ✚ Prevents problems with pick-ups
- ✚ Records a Prescription history for audits and reporting
- ✚ Automatically voids/partially voids printed prescriptions when amendments are required
- ✚ Helps to ensure the script is fulfilled correctly
- ✚ Secure printing application with associated printer whitelist security

(1) Regime

Start Date*

Medication*

(2) Initial Details

(3) Initial Prescription, Dosage and Pickup

Maintenance
 →
 Constant maintenance doses designed to keep a client in a steady state.

Titration
 ↑
 Increase in doses in order to find the right amount for that client.

Reduction
 ↓
 A reducing dose, to aid recovery/prepare for abstinence.

One-off/On-hold
 ⚙️
 A one-off script to cover all eventualities. The stage will be "on hold", where no scripts will be automatically generated.

(4) Prescription Schedule

Actions

Save New Regime

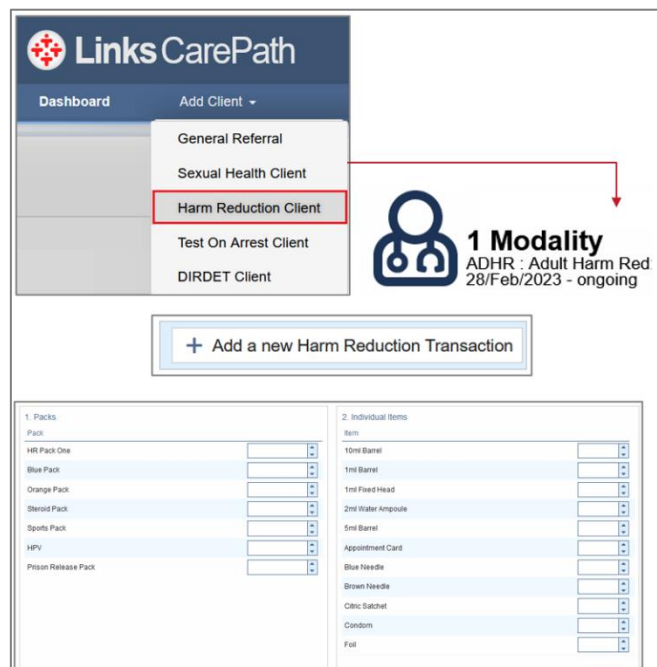
Back to Grid

Harm Reduction Module

The integrated Harm Reduction module allows services offering Needle and Syringe Programmes (NSP) to enter new transactions in seconds. The module meets the minimum required information for NSP transactions and production of reports. The module allows services to create their own packs, record returns as well as categorising individual items to streamline workflows for the worker and improve local reporting requirements. The Needle Exchange module is currently being used by Harm Reduction services across the UK, helping them to provide a gateway into structured treatment for vulnerable clients.

Features & Benefits

- ✚ Quick add forms to quickly create Needle Exchange clients with minimal detail
- ✚ Configure Harm Reduction packs
- ✚ Record returns
- ✚ Add case notes to each individual transaction
- ✚ Comprehensive case management and outcomes reports
- ✚ Supports counting returns of items and packs
- ✚ Optimises the system for use at Harm Reduction services
- ✚ Stores all case notes for reviews and audits
- ✚ Prevents duplicate clients being created
- ✚ Monitor whether your Harm Reduction service is an effective gateway into structured treatment
- ✚ Able to monitor the efficacy of NSP services as an effective gateway in to structured treatment



The screenshot shows the 'Links CarePath' interface. At the top, there's a 'Dashboard' tab and an 'Add Client' dropdown menu. The dropdown menu is open, showing options: 'General Referral', 'Sexual Health Client', 'Harm Reduction Client' (highlighted with a red box), 'Test On Arrest Client', and 'DIRDET Client'. To the right of the dropdown, there's a '1 Modality' icon and text: 'ADHR : Adult Harm Red 28/Feb/2023 - ongoing'. Below the dropdown, there's a button that says '+ Add a new Harm Reduction Transaction'. At the bottom, there are two sections: '1. Packs' and '2. Individual Items'. The '1. Packs' section has a table with columns for 'Pack' and a dropdown menu. The '2. Individual Items' section has a table with columns for 'Item' and a dropdown menu. Both tables have several rows of items with corresponding dropdown menus.

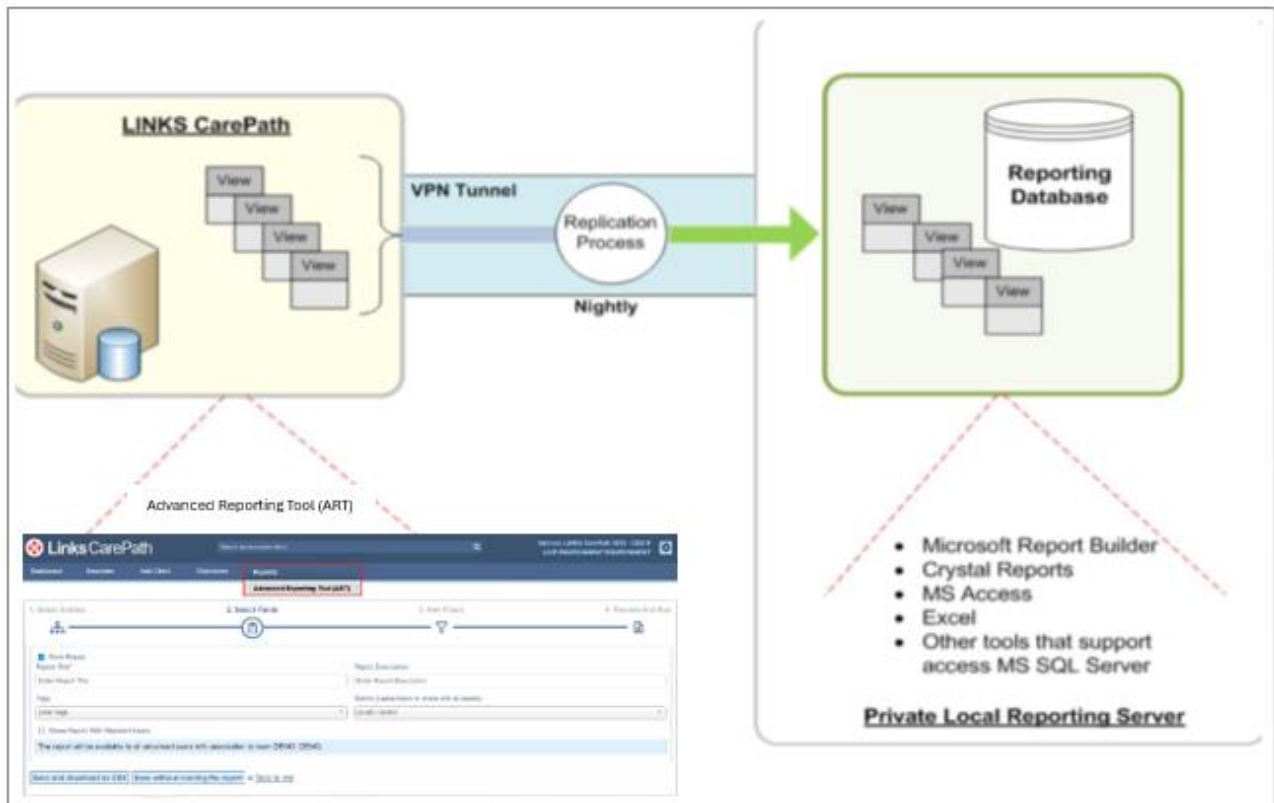
Reporting Database

The Reporting Database is a tool which has been created in response to our client's feedback, requesting more flexible reporting capabilities and access to LIVE data from the LINKS CarePath system.

The Reporting Database is based on a replica of the CarePath database and includes both real-time and nightly snapshots of the data held therein. This is hosted on a separate server to the LINKS CarePath mirror database so that the performance of the LINKS CarePath system remains unaffected when running intensive reports.

The client will have direct link to the CarePath reporting database which is a layer below the Advanced Reporting Tool (ART). The reporting database has access to the CarePath views we have created.

Using real-time synchronisation, clients will have access to a number of Views which provide LIVE service data. This can be accessed and analysed using any reporting software which supports a SQL connection. Multiple Views can be joined within a single report, providing the high level of flexibility required for local and commissioner level reporting.



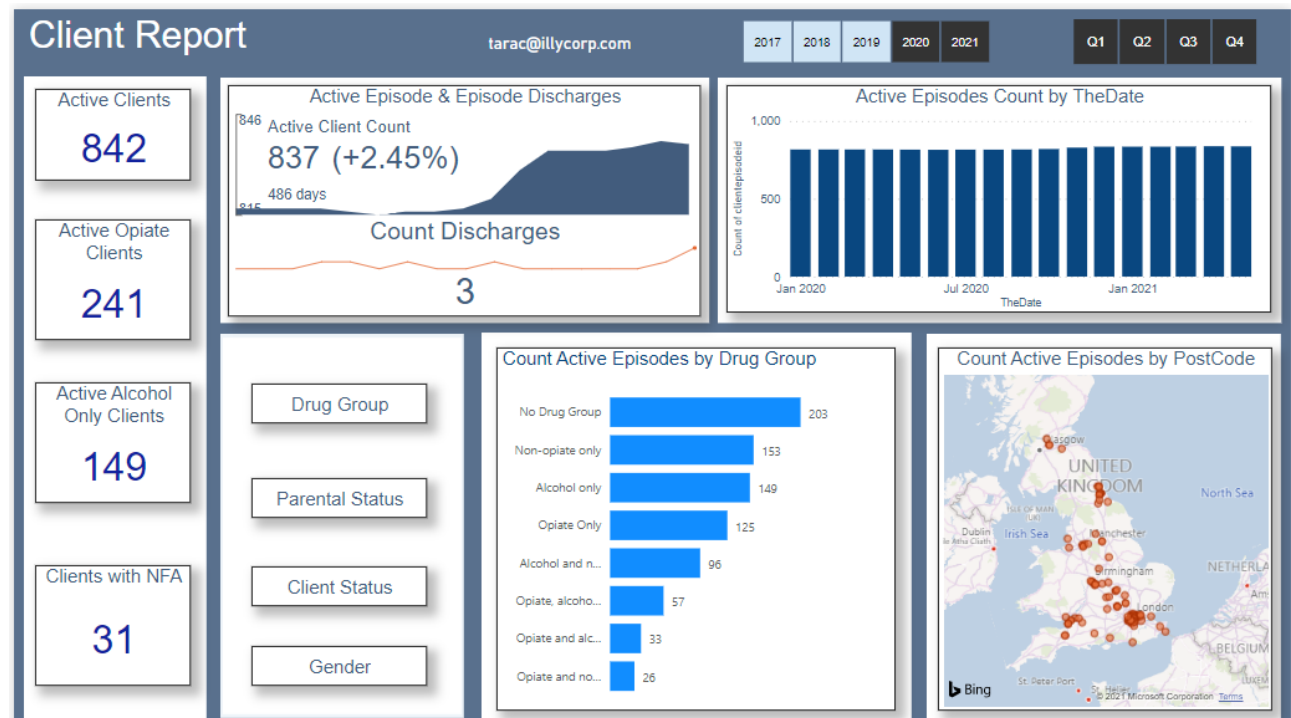
Commissioner / Service Manager Dashboards

Commissioners and Service Managers often require instant access to check how a service is progressing towards specific KPIs. Often this request goes via a data analyst who then creates the report using the tools at their disposal – within LINKS CarePath, typically reports will be created using the standard reports and/or the Advanced Reporting Tool (ART).

The Commissioners & Service Manager's Dashboards feature a number of data models which are available for users to report across, as well as a pre-defined/default report using visualisations and filters that can be configured. Because the Dashboards are run against the Reports Server, this enables a huge amount of data to be converted into meaningful information without impacting on the performance of the production environment.

How could the Commissioner & Service Manager Dashboards benefit your service?

- ✚ Interpreting data into visual, comprehensive and interactive charts empowers Commissioners and Service managers in overseeing their teams' outputs
- ✚ Because the data is live, Commissioners and Managers can access the latest figures across multiple data models and client cohorts, using this to spot and react to emerging trends
- ✚ Security is in place across all data models meaning users will only be able to view data for those teams to which they have access to view



Digital Interventions

Substance misuse continues to be a major cause of serious harm to individuals and their families across the UK. There were 5,565 deaths related to drug poisoning in England and Wales in 2024 - this represents an increase of 2.1% on the previous year (5,448 registered deaths).

Aside from the huge impact this has on the individual and their families, it also places a huge strain on our healthcare services.

In response to this, Substance Misuse Commissioning is currently going through a distinct change, with a greater importance placed on digital strategy. This is now driven by research and initiatives from the Department of Health and Social Care (DHSC), which has absorbed the functions of the former NHS England. The government's latest 10-year healthcare strategy - 'Fit for the Future' - emphasises the need for front-line services to offer a 'digital gateway' into treatment by 2028.

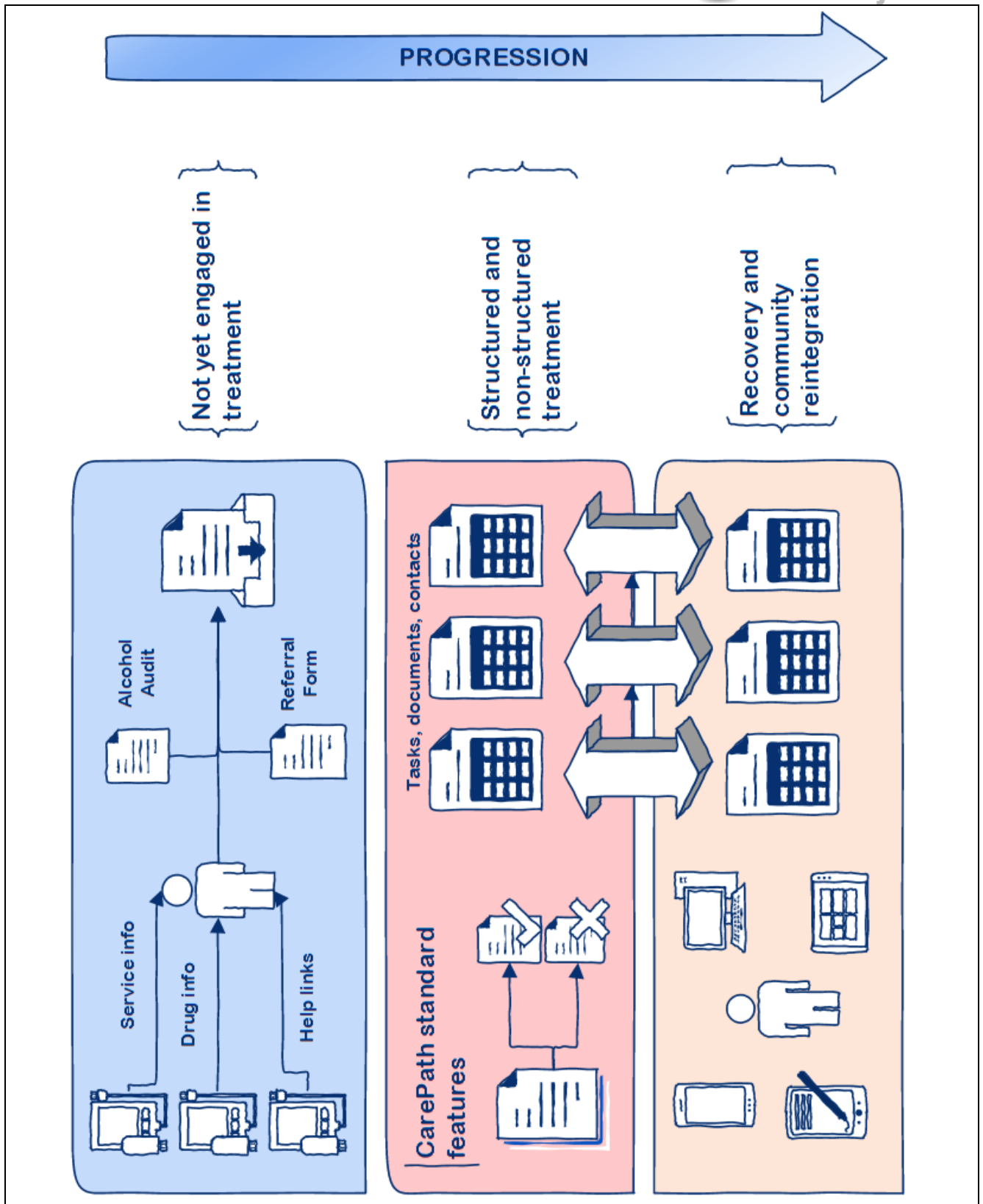
ILLY Systems has been working with its partners to create robust digital tools and solutions for service users, with a focus on developing new flexible channels for communication and maximising recovery potential via remote digital interventions in order to:

- ✚ Facilitate early identification of those people most at risk of substance-related harm
- ✚ Make it easier for these people to access appropriate support to prevent the escalation of substance-related harm

Components of CDI

ILLY has developed a number of digital solutions, which are collectively known as CarePath Digital Interventions (CDI). These tools can be integrated within your existing business model to provide effective methods of referral and ongoing support throughout the treatment journey





Change Your Tomorrow (CYT)

One of the challenges for individuals, healthcare professionals and service administrators is knowing what local support is available, where their local services are, what they offer and whether this information is up-to-date. To tackle this challenge ILLY have created Change Your Tomorrow, a centralised repository (Directory of Service) of useful and meaningful information that can be easily utilised for multi-agency work

Through CYT, individuals that may fall within the 'pre-contemplative' stage of the 'Cycle of Change' will be able to access online information and screening tools which could then motivate them to move into the 'contemplative stage' and access support services. Alternatively, such information may be sufficient to enable the individual to choose to adopt a healthier lifestyle and change their behaviours.

Features & Benefits

Centralised repository (Directory of Services) of useful information such as:

- | | |
|---|---|
| ✚ Harm reduction leaflets | ✚ Multi-agency working |
| ✚ Newsletters | ✚ Engaging hard to reach client cohorts |
| ✚ Workbooks | ✚ Removing reliance on paper-based assessment tools |
| ✚ Activity sheets | ✚ Simple and short self-referral form |
| ✚ Rules of client engagement | ✚ Fully maintainable web page content |
| ✚ Integrated Alcohol Use Disorder Identification Test (AUDIT) | |

eReferrals

An initial triage / screening form, completed by either the client or a healthcare professional, is sent to a central data repository for immediate processing within the service. The data submitted via this channel is formatted for easy integration with LINKS CarePath, reducing the expense of duplication and improving initial response times for clients who are at a critical stage of engagement.

This self-referral process provides the core information needed to ensure swift case allocation based on the client's support needs.

Once in the treatment cycle, the client can effectively progress through their journey via a combination of face-to-face and digital interventions.

Features & Benefits

- | | |
|---|--|
| ✚ Information on local drug / alcohol support available | ✚ Reduces barriers to accessing treatment by providing a virtual "foot through the door" |
| ✚ eReferrals inbox | ✚ Personalised email responses |
| ✚ Create client record from eReferral form | ✚ Encourages early interventions |
| ✚ Triage process | ✚ Supports personalised treatment |
| ✚ Minimise risk of record duplication | ✚ Capturing potential problem "hotspots" for targeted outreach |
| ✚ Team allocation based on postcode | |

myCarePath

At ILLY we fully understand that some interventions can only be conducted face-to-face (*medical appointments, drug screenings, clinical interventions, etc.*), and we are also aware that for some service users leaving the house to attend an appointment can be a positive, motivating step towards their recovery. However, sometimes it is not possible for clients to meet with their worker in person. This could be for a variety of reasons, e.g.:

- ✚ Poor local transport links / lack of funds to travel
- ✚ Physical health / mobility problems
- ✚ Mental health (e.g. *anxiety, agoraphobia etc.*)
- ✚ Fears of domestic violence / abuse meaning it is difficult for the client to leave the house alone
- ✚ Social stigma of attending a drug & alcohol service

All of the above may result in the client not being able to seek the help they need or effectively engage with the support they're offered. For young people seeking help, they may prefer a more remote level of initial engagement until they have increased their confidence and understanding of the services before choosing to engage in person.

Designed in-line with NHS Digital strategy, *myCarePath* extends the scope of care to the service user by digitalising their treatment journey and placing key data at their fingertips. Removing barriers to treatment is a crucial aspect of expanding your recovery network and reaching underserved groups.

myCarePath makes this process quick and easy by allowing Keyworkers to send email invitations to clients so they can join the secure web portal. Once this has been accepted, keyworkers can immediately deliver digital interventions.

NOTE: The service user portal has been designed around the needs of clients and their keyworkers, ensuring that information and practical material is made available to help the client's recovery along with ways to record and evidence their progress through the treatment journey. All information shared on *myCarePath* is securely held so the client can have full confidence in the privacy of their data.

Features & Benefits

- | | |
|--|--|
| ✚ Mobile and tablet friendly web application used by service users | ✚ Management of upcoming appointments (and interactive location details) |
| ✚ Complete shared Assessments / Outcomes | ✚ View contact details of other professionals |
| ✚ Document sharing - Download useful documents | ✚ Securely message Keyworker |
| ✚ Interactive Care Plans with SMART goals | ✚ Client can update individual Recovery Plan actions |
| ✚ Node-link Plans and Maps | ✚ Keyworkers can view these updates prior to seeing client |
| ✚ Daily (substance) Use Diary | ✚ Sharing of Service & Treatment Contact Information |
| ✚ Interactive Outcomes and Questionnaires | |

1 ON BOARDING

As an **ISO 9001:2015** registered company we take great pride in the quality of service our clients receive. Our **Quality Management System** ensures consistent levels of service.

ILLY has successfully delivered quality solutions across the UK's private, public and social care sector for over 2 decades. Our teams are dedicated to working in partnership with our clients to ensure the solutions and services offered are of the highest standard and provide value for money.

ILLY's comprehensive project approach is tried and tested to ensure LINKS CarePath is successfully bedded in and becomes an integral part of business processes. ILLY takes a long term view and believes focusing on the quality of the initial delivery leads to a system that will serve our clients indefinitely. ILLY takes a partnership approach providing business process analysis, configuration, data migration and ongoing support of LINKS CarePath to meet our clients' goals.

Once an order has been placed and contract signed, ILLY will run a number of workshops, depending on the exact requirements, these will include client journey, data migration, reporting, IT and infrastructure, and any module specific ones depending on the order to ensure that the correct setup of the System as per the Treatment Service Hierarchy. The output from these workshops will enable the correct setup and configuration of the Clients' system (including logos, reports, configuration, data, pathways and hierarchy) and deliver tailored training packages .

Any data migrations will first be performed in the User Acceptance Testing (UAT) environment where the Client will be able to test the system and ILLY will be able to run training. Once all data has been migrated into the UAT and sign off from the Client has been received, ILLY will then transfer the configuration to the LIVE environment.

In line with our ISO procedure, ILLY offer comprehensive, modular training packages for frontline staff, service managers and council users.

2 OFF BOARDING

To facilitate data migration, ILLY will facilitate a joint party's workshop to examine and understand the data required to be extracted, the format and requirements of the new provider, the outcome of which will determine the scope of the Exit Plan and ILLY's charges.

3 PRICE OVERVIEW

Once the LINKS CarePath product has been implemented, there is an annual fee payable for the Licences, SLA, Hosting and any additional modules purchased. These are renewable annually and we will ensure that the system is kept current and compliant in line with OHID Guidelines.

4 SERVICE MANAGEMENT

As an ISO 9001:2015 registered company, we have a comprehensive set of procedures and processes which are related to the provisioning of services for our clients. The success of any project is based on ensuring the engagement of all stakeholders. During the implementation phase, there will be regular meetings and progress updates to ensure that the client is kept informed. We also ensure risk management with the use of a shared Risk Log. Following implementation our support teams are on hand to ensure the smooth ongoing use of the system.

Our Account Management team will also be keeping in touch. Additionally, we also host an Annual User Group Meeting to which all of our partners are invited.

5 BACKUP AND RESTORE

In a standard deployment ILLY will host the application. We will be responsible for managing the infrastructure, its resilience, and backup and disaster recovery capabilities.

In the event of a disaster, the server is covered by 24/7 maintenance Contract. The system will be restored to the last backup taken and will be managed by ILLY.

LINKS CarePath is a browser-based system that runs on a Windows Server and is accessible by users using a standard modern browser.

There are two main aspects of the system:

1. **The LINKS CarePath Application** – This is the system code and configuration files that make up the application – this also includes a number of system functions, queues, and ancillary sub-systems that form the whole application service that LINKS CarePath offers.
2. **The Database** – This houses the application data such as the client records including client case notes and interventions, scanned files, and attachments.

Within the LIVE system, the database transactions backups are taken each hour and full backups nightly before they are taken offline to a secure cloud storage.

All backups are managed by ILLY in line with the industry standard best practice

6 DISASTER RECOVERY

The Disaster Recovery (DR) environment is highly automated and integrated. Key within this is the cloud-based stand-by servers which can be resurrected quickly, and the environment brought into production if required.

6.1 Deciding on whether Disaster Recovery process should be invoked

The invocation of DR will be recommended by the ILLY Support Team and authorised by the Senior Managers at ILLY.

Key factors in considering this are:

1. The production environment has had a major failure, corrupted or compromised.
2. The production environment, for whatever reason is no longer stable and able to support the normal client processing requirements.

Invoking DR will take into account our Standard Service Level Agreement criteria for category of faults, response and resolution times (see Support and Maintenance) below.

7 SUPPORT AND MAINTENANCE & SERVICE LEVEL

The annual SLA Fee will include the following services:

- ✓ Application Support for all listed LINKS applications
- ✓ Standard telephone support during core hours 9:00 to 17:00 UK time
- ✓ 24 hour online call logging and tracking through our secure online portal - **ILLY Online**
- ✓ Monthly Housekeeping on servers to ensure databases, log files etc. are not full to capacity

7.1 Categories of Software Faults

All faults will be logged with ILLY by the designated business support contacts. A priority will be allocated to each call. Fault priorities will be as follows:

High	System out of service – a serious fault that prevents Client's use of the Software, (i.e., system down and no processing possible)
Medium	A serious problem but continued use of the Software is still possible. 100% processing not possible
Low	A minor or cosmetic problem, continued use of the Software is still possible

Where possible faults will be resolved over the telephone or via the remote link

7.2 Action Timetable

Response Time	The time between the problem being reported to ILLY by the Client and an acknowledgement from ILLY to the Client that the problem has been received, the description of the problem has been understood and an investigation scheduled.
Recovery Time	The time from when the call is logged within which ILLY will endeavour to establish a work around for the problem or agree a solution to continue operation
Resolution Time	The time within which ILLY will endeavour to identify a permanent solution to the problem

Priority	Response Time	Recovery Time	Resolution Time
High	1 hour	1 day	2 working day
Medium	24 hours	N/A	1 week
Low	5 days	N/A	To be agreed - next release of software (if programming fix required)

The action timetable and escalation procedures relating to **High Priority** Software Faults is as follows:

Action	Description
1.	Immediate Start on fault tracing and replication
2.	Analyse impact of fix
3.	Start on programming fix as soon as fault is traced
4.	Provision of a workaround or temporary fix if applicable and possible
5.	Continued work through to completion of either Action 3 or 4 to enable processing
6.	Progress report within 4 hours of problem being reported
7.	Escalation of problem to the Director if either Action 3 or 4 is not completed within 8 hours

8 DATA MANAGEMENT / INFORMATION ASSURANCE

ILLY recognises that an organisation cannot function without information, especially that which is sensitive or valuable. The use of Information Technology presents increasing exposure to risks:

- ✚ Viruses can spread instantly
- ✚ Data can be corrupted, lost or stolen
- ✚ Open networks are more vulnerable to attack
- ✚ Companies are liable for email / internet transactions
- ✚ More personal data is being processed electronically than ever before

ILLY has reviewed the consequences of inadequate protection of sensitive information and has drawn up an “**Information Security Management System**” that is certified to **ISO27001:2022** requirements.

We understand the four principals of Information Security:

Confidentiality	Ensuring that information is accessible only to those authorised to have access
Integrity	Safeguarding the accuracy and completeness of information and processing methods
Availability	Ensuring that only authorised users have access to information and associated assets when required
Audit	Formal review and monitoring of the ISMS will be done through the company's ISO 27001 audit procedures which will ensure consistency and traceability to information security management and thereby ensuring a quality approach

In addition, GDPR presents its own challenges, but by complying to ISO 27001 ensures that most of the requirements of GDPR have already been addressed. Consent is managed within the application and Subject Access Requests can be easily responded to with the system search tools.

Clients' trust us with their data, therefore data and information security are vital in the service we offer. ILLY are:

- ✚ DSP Toolkit version 8 compliant
- ✚ ISO27001:2022 Certified
- ✚ ISO 9001:2015 Certified
- ✚ Cyber Essentials Plus Certified
- ✚ Follow OWASP guidelines, including 2-factor authentication
- ✚ Currently working towards DCB129 & EPS

9 ORDERING AND INVOICING

The client should use the Order Form from the Framework Agreement which sets out all the required information from Purchase Order number to invoicing details. All invoicing is done electronically. Payments are accepted via BACS or other electronic form.

10 TERMINATION TERMS

The Client can terminate the service by giving 90 days prior written notice.

11 ESCROW

The Client can opt to enter into an Escrow agreement if required. ILLY has been depositing its source code with the National Computer Centre in Manchester since 2006.