



Association for Public Service Excellence

Annual Service Awards 2019

Celebrating outstanding achievement and innovation within
local government service delivery

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PLOTBOX

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To request photographs from tonight's event, email **vstarmer@apse.org.uk**

For details on how to enter the 2020 service awards, contact Laura McNab at **lmcnab@apse.org.uk**

For exhibition and sponsorship opportunities at any APSE event, email Matt Paton at **m.paton@spacehouse.co.uk**



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Evening Programme

- 19:00** Pre dinner drinks reception
- 19:30** Annual dinner commences
- 20:45** Comfort break
- 21:00** APSE Annual Service Awards 2019

Evening entertainment will commence following the awards.

Note of thanks

APSE would like to extend a special note of thanks to APSE's National Chair, Cllr John Kerr Brown and National Secretary, Anita Brown for their support in bringing the seminar and awards together. We would also like to thank all the Awards sponsors who make this such a special occasion for local government.

Service award categories

Best workforce initiative

Sponsored by UNISON

Antrim and Newtownabbey Borough Council
Calderdale Council
City and County of Swansea
Glasgow City Council
South Ayrshire Council
Stockton-on-Tees Borough Council
Sunderland City Council



Best housing, regeneration or new build initiative

Sponsored by Fraser and Fraser

City of Wolverhampton Council
Hartlepool Borough Council
Hull City Council
Neath Port Talbot County Borough Council
Sandwell Metropolitan Borough Council
Southampton City Council
Sunderland City Council



Best efficiency and transformation initiative

Sponsored by Yotta

Birmingham City Council
Durham County Council
Manchester City Council
Nottingham City Council
Scarborough Borough Council
Sheffield City Council
Thurrock Council



Best health and well-being initiative (inc. Social care)

Sponsored by UNISON

Antrim and Newtownabbey Borough Council
Cheshire East Council
Darlington Borough Council
Derby City Council
Lancaster City Council
NHS Ayrshire and Arran
Wirral Council



Best public/private partnership working initiative

Sponsored by Fleet Auction Group



Cityserve (Birmingham City Council)
East Riding of Yorkshire Council
Harrogate Borough Council
Liverpool City Council
NorseCare Ltd (Norfolk County Council)
South Gloucestershire Council
Southampton City Council/Balfour Beatty

Best collaborative working initiative (with other public sector or third sector)

Sponsored by Invotra



Cheltenham Borough Council
City of Lincoln Council
City of Wolverhampton Council
East Riding of Yorkshire Council
Hartlepool Borough Council
Somerset Independence Plus (Somerset County Council, Sedgemoor District Council, Taunton Deane Borough Council, Mendip District Council and West Somerset District Councils)
Sefton Council
Xentrall Shared Services (Darlington Borough Council and Stockton-on-Tees Borough Council)

Best commercialisation and entrepreneurship initiative

Sponsored by Commercial Services Group



One West (Bath and North East Somerset Council)
Birmingham City Council
Cheltenham Borough Council
Liverpool City Council (Culture Liverpool)
North Norfolk District Council
Stockport Homes Group (Stockport Council)
Sunderland City Council
Thurrock Council

Best community and neighbourhood initiative (inc. community safety)

Sponsored by Leaffield Environmental



Cheshire East Council
Darlington Borough Council
Derry City and Strabane District Council
East Ayrshire Council
Solihull Metropolitan Borough Council
Stevenage Borough Council
Thurrock Council
Trafford Council
Wakefield Metropolitan District Council

Best innovation or demand management initiative

Sponsored by **Contenur**

Aylesbury Vale District Council
Darlington Borough Council
Lancaster City Council
North Norfolk District Council
Stockton-on-Tees Borough Council
Wealden District Council
Wirral Council



Best renewable energy or energy efficiency initiative

Sponsored by **Salix Finance**

Brent Council
Derby City Council
Dundee City Council
Liverpool City Council
Public Power Solutions (Swindon Borough Council)
South Gloucestershire Council



Best service team: Construction and building service

Sponsored by **De Montfort University**

3C Shared Services (Cambridge City Council, South Cambridgeshire District Council and Huntingdonshire District Council)
Bristol City Council
Caerphilly County Borough Council
Hartlepool Borough Council
North Kesteven District Council
Wealden District Council



Best service team: Catering service

Sponsored by **New Policy Institute**

Cityserve (Birmingham City Council)
Edsential (Cheshire West and Chester Council and Wirral Council)
Gateshead Council
Lancaster City Council
LTS Catering Services (Leicestershire County Council)
Oxfordshire County Council



Best service team: Facilities management and building cleaning service

Sponsored by **Edsential**

Caerphilly County Borough Council
Durham County Council
Gateshead Council
Manchester City Council
Rhondda Cynon Taf County Borough Council
South Tyneside Council



Best service team: Highways, winter maintenance and street lighting service

Sponsored by Archway Roadmaster

Cheshire East Council
Derby City Council
East Riding of Yorkshire Council
Rhondda Cynon Taf County Borough Council
Southampton City Council / Balfour Beatty
Wigan Council



Best service team: Transport and fleet maintenance

Sponsored by Go Plant Fleet Services

East Riding of Yorkshire Council
Fife Council
Oxford Direct Services Ltd (Oxford City Council)
Scarborough Borough Council
South Gloucestershire Council
Sunderland City Council



Best service team: Waste management and recycling service

Sponsored by Bartec Auto ID

City and County of Swansea
City of Wolverhampton Council
East Riding of Yorkshire Council
Harrogate Borough Council
Newry Mourne and Down District Council
Renfrewshire Council



Best service team: Street cleansing and streetscene service (public realm)

Sponsored by Enevo

Islington Council
London Borough of Redbridge
Nottingham City Council
Oxford Direct Services Ltd (Oxford City Council)
Royal Borough of Greenwich
Stockton-on-Tees Borough Council



Best service team: Parks, grounds and horticultural service

Sponsored by Cemetery Development Services

Aberdeen City Council
East Riding of Yorkshire Council
Mid and East Antrim Borough Council
Oxford Direct Services Ltd (Oxford City Council)
Scarborough Borough Council
Sheffield City Council



Best service team: Cemetery and crematorium service

Sponsored by Plotbox



Calderdale Metropolitan Borough Council
Cardiff Council
Cheltenham Borough Council
Gedling Borough Council
Kettering Borough Council
Oxford Direct Services Ltd (Oxford City Council)

Best service team: Sports, leisure and cultural service

Sponsored by SportsArt



Antrim and Newtownabbey Borough Council
Lancaster City Council
Lisburn and Castlereagh City Council
Culture Liverpool (Liverpool City Council)
Sefton Council
Sunderland City Council
Volair Limited (Knowsley Metropolitan Borough Council)

Best service team: Environmental health, trading standards and regulatory service

Sponsored by BritishBins



Antrim and Newtownabbey Borough Council
City of Wolverhampton Council
Darlington Borough Council
Peterborough City Council
Sunderland City Council
Wakefield Metropolitan District Council

Overall council of the year

Birmingham City Council
City of Wolverhampton Council
Darlington Borough Council
East Riding of Yorkshire Council
Liverpool City Council
Mid and East Antrim Borough Council
Oxford City Council
South Gloucestershire Council
Stockton-on-Tees Borough Council
Sunderland City Council

A guide to the finalists

Best Workforce Initiative

Sponsored by UNISON

Antrim and Newtownabbey Borough Council

Engage and Deliver

Antrim and Newtownabbey Borough Council (ANBC) face considerable pressures in responding to the pressures of reducing spending while providing more customer-focused services.

ANBC's engagement strategy supported a major change programme, built change co-operation following the merger of two Councils (2015) as part of local government reform, delivering more with less, and improving long-term flexibility and performance.

A fundamental culture change to deliver services differently was required with employee engagement key to achieving greater front-line autonomy and empowerment.

Calderdale Council

The Future Focus Framework

Future Focus Framework (FFF) is a Leadership Training Programme designed and delivered in partnership with Best Practice Training and Calderdale MBC. The programme is for Managers or those aspiring to take a management role in delivering Social Care Provision.

The programme is delivered over a 12 week period, with participants from a range of external and in house providers. It is designed to enable the participants to build trusted relationships with each other, to explore practice and challenge culture.

City and County of Swansea

It's all about the Why, not just the How

As recycling services expanded, reliance on agency staff to supplement the workforce grew. Whilst one option to reduce this reliance was straightforward recruitment, we felt that the changing nature of waste management would benefit from a cultural

shift towards a fully flexible workforce with a wider understanding.

Knowing the intricacies of why things are best done a certain way, and why some things can't be done, is a great motivator and reduces frustrations regarding change. The Trainee Partnership was born.

Glasgow City Council

Your Wellbeing

Glasgow City Council employs over 25,000 employees, delivering services to nearly 600,000 citizens. This project provided an opportunity to work within an area of the business researching employee views and opinions on the effectiveness of mental health and wellbeing supports available in the workplace. This insight enabled the design of a wellbeing at work strategy that will now be rolled out to make a difference to our employees delivering essential services across the council.

South Ayrshire Council

South Ayrshire Supports

'South Ayrshire Supports' brings together under one banner a range of initiatives that showcase South Ayrshire Council as an Employer of Choice with progressive employment policies. As part of this, we became the first employer in Scotland to provide employees who have premature babies with premature baby leave and the first employer in Europe to provide employees who experience domestic abuse with up to 10 days paid 'safe leave'.

Stockton-on-Tees Borough Council

"Well Led" Developing True Leadership in the Care Home Sector

The Well led programme is a product of true co-design: an ambitious initiative designed, created and implemented through a partnership between the Council, NHS Leadership Academy, the providers themselves with support from the Care Quality Commission (CQC) that:

1. Takes managers beyond certified training and delivering self-aware leaders that are able to

establish beliefs and values that have residents at the centre; and

2. Develop a manager's learning network who openly share best practice and support each other regardless of organisation.

Sunderland City Council

Sunderland Employee Wellness Programme

Sunderland City Council launched its Employee Wellness Programme (EWP) in 2011 to help improve the health and wellbeing of employees and reduce sickness absence.

The programme has now engaged with thousands of employees using a variety of methods including information stalls, drop in sessions, health talks, 1-1 consultations and physical activity sessions. However, significantly the programme has contributed to the reduction in sickness absence rates and the financial cost to the Council.

Best Housing, Regeneration or New Build Initiative

Sponsored by Fraser and Fraser

City of Wolverhampton Council

WV Living

City of Wolverhampton Council set up the housing company WV Living three years ago to increase the supply of much-needed high quality new homes. It's on track to build 1,000 properties within its first five years. But that's only half the story. WV Living is playing a leading role in the city's regeneration by transforming sites – deemed too risky by the market – into sustainable neighbourhoods and delivering significant economic and social returns in the process.

Hartlepool Borough Council

The Green, Hartlepool: Housing Regeneration

The Green is a new build-to-rent community located in Central Hartlepool which was once an area of housing market failure, characterised by 175 empty homes earmarked for demolition acquired by Hartlepool Borough Council through HMR programmes. By acquiring the properties from the

Council developer Placefirst have transformed the neighbourhood through creative modelling of the Victorian terrace and creation of a new park. The scheme now offers aspirational, modern, quality, well managed homes designed to preserve the heritage of the neighbourhood.

Hull City Council

Bonus Arena – Hull's legacy project success

The Bonus Arena, one of Hull's legacy projects following its tenure as UK City of Culture 2017, is a high-quality destination venue, the first UK facility of its type and size to provide flexible front-of-house space and ability to deliver a mixed programme of entertainment, conference, exhibition and banqueting using the same space.

This model is inspiring developments across the UK. The brief emphasised the Council's aspirations for regenerating this part of the city and building on Hull's musical heritage.

Neath Port Talbot County Borough Council

Port Talbot Integrated Living Programme

The Port Talbot Integrated Living Programme is an ambitious, high impact and transformational urban regeneration programme that has been delivered in the town centre of Port Talbot. The programme delivered an investment of over £45m through integrated and complementary projects including housing, commercial, transportation and public realm interventions. The delivery of the programme required a coordination and collaborative approach led by Neath Port Talbot Council in partnership with a number of organisations with innovative governance and management arrangements.

Sandwell Metropolitan Borough Council

Oxford Road, West Bromwich

Oxford Road is a £13 million development of Council owned supported housing in West Bromwich, Sandwell. It is a partnership project between Adult Social Care and Neighbourhoods that aimed to provide much needed homes for people with a range of health and care issues, so they can live independents.

Oxford Road is just one development within SMBC's highly ambitious Council House Build Programme.

Southampton City Council

[Delivering a Safer Environment for Southampton City Council Residents](#)

Before the tragic events at Grenfell Towers, Southampton had suffered its own tragedy. A fire in a high-rise block resulted in fire fighter fatalities. After the Coroner's Report, the Council embarked on a programme to upgrade fire safety within its 19 high-rise blocks. The Council accelerated the works by bringing forward the installation of a sprinkler system into each of the flats ahead of the passive fire safety works. A £25m programme on nearly 1900 flats – 100% council funded.

Sunderland City Council

[How we put Hendon Back on the Map](#)

Read all about people power put Hendon in Sunderland back on the map. This is a story of housing led regeneration and a Council which knew its place to get the best outcomes for its people and its local housing market which was not always centre stage!

At its core is an ambitious partnership, a unique, ethical and sustainable delivery model and a deep desire to make a place and its housing better for everyone.

Best Efficiency and Transformation Initiative

[Sponsored by Yotta](#)

Birmingham City Council

[Ensuring Sustainability for all of our Futures](#)

Due to a combination of austerity, school academisation/fragmentation, growing competition, increasing costs and more recently Brexit, direct services are experiencing unprecedented challenges; those that are still trading face a fight for survival. This nomination reflects upon a five year journey – consistent leadership influencing immediate impactful change, followed by continuous organic evolution, and then an IT revolution, catalysing a seismic and unique workforce transformation and galvanising for the future through authentic stewardship, commercial thinking and change for sustainability.

Durham County Council

[Digital Transformation of Neighbourhood Services](#)

How do you encourage people to do things online when they've always telephoned the council with their issues? How do you persuade teams to ditch traditional work methods and embrace new technology? By making it easier, quicker and better! We've transformed the customer interface for our most high profile services, dramatically improving customer satisfaction whilst also achieving efficiency savings of over £450,000.

Manchester City Council

[Manchester – Apartment Recycling Improvement Scheme](#)

About 23% of households in Manchester live in apartment buildings; historically this property type has had low recycling rates.

Extensive engagement took place with residents to understand the barriers to recycling and what would motivate them to recycle more. This project resulted in increased recycling and reduction in waste across apartment buildings. This project was delivered ahead of schedule, under budget and delivered cost savings of £250,000 in the first year. Recycling rates at this property type have now doubled.

Nottingham City Council

[Nottingham's Electric Fleet Transformation](#)

Nottingham City Council is a forward-thinking authority with a track record for integrated transport delivery. We're now delivering efficiencies by electrifying our fleet – improving air quality, saving taxpayers' money through reduced vehicle costs and providing an improved environment for drivers.

Within three years the council has transformed its fleet from two electric vehicles to 62 – nearly 1/3 of our light fleet. By December 2019 we will double that to 132 ULEVs – the highest percentage of any local authority.

Scarborough Borough Council

[Transforming and digitising the refuse and recycling service](#)

Scarborough Borough Council has delivered over £250,000 in savings and a 58 per cent channel shift

to online citizen self-service by digitising its bin collection service.

Sheffield City Council

Sheffield City Council (SCC) – Housing Repairs and Maintenance Target Operating Model

Sheffield City Council, Repairs and Maintenance Target Operating Model project was commissioned to transform the way services are delivered to the city's tenants and customers. Built on a blended team consisting of service operatives, managers and team leaders, working collaboratively with business change managers, the TOM project has secured better, easier, quicker and more affordable services for Sheffield.

Thurrock Council

Customer Services – Quicker-Easier-Better

Thurrock Customer Services Team is the first port of call for queries, mainly by phone, complemented by face-to-face.

The aim of improving our customer services was to give better access and support for residents using our online services.

A better service is exactly what they are getting...

- Up to 8 minutes off the average waiting time in reception and 6,000 fewer visitors
- Approx. 3,000 visitors transferring to assisted / self-serve each month
- £225K savings for a efficient and effective service

Best Health and Wellbeing Initiative

Sponsored by UNISON

Antrim and Newtownabbey Borough Council

A flourishing Borough with wellbeing at its heart

Antrim and Newtownabbey Borough Council has embedded health and wellbeing at the heart of its service delivery. Our Borough is diverse in terms of age, health and income, and we recognized the need to initiate a broad range of interventions to support all citizens to improved wellbeing. Staff from multiple departments within the Council

worked together, along with external partners, to contribute to education and support for health and wellbeing, and create an environment where people are safe, well, and connected.

Cheshire East Council

Cheshire East Integrated Carers Hub

Cheshire East Council previously had eight separate contracts with local providers offering a range of carers' services for adults across the borough. In addition to these contracts, Children's services also had contracts supporting young carers and parent carers. These contracts ended in March 2018 and were replaced with the Cheshire East Carers Hub, which was established on the 1 April 2018. The contract was awarded to NCompass in partnership with Child Action North West.

Darlington Borough Council

Bringing a healthy life to communities, bringing healthy communities to life

Darlington Borough Council is using its role as 'place maker' to positively influence health and wellbeing not only through marshalling resources across departments within the council but through more effective brokering of networks externally. The Healthy New Towns Project has targeted improving the quality of housing design, contributing to new models of care, harnessing the benefits of digital technology and working collaboratively with partners to develop stronger, more resilient communities to promote health and wellbeing improvement in Darlington.

Derby City Council

Livewell Service

Derby City Council's Livewell service offers free lifestyle programmes to help adults and children in Derby to manage their weight, stop smoking, get fitter and improve their overall wellbeing.

The 12-month programmes combine one to one and group support with fun activities and educational workshops to help families to change their lifestyles for the better.

Since 2013, the service has supported over 15,000 people to transform their lives thanks to an innovative behaviour change model which interlinks lifestyle risks.

Lancaster City Council

Integrated Adaption Service delivered by Lancaster City Council's Home Improvement Agency

Lancaster City Council's Home Improvement Agency (HIA) is an in-house agency dedicated to helping vulnerable older and disabled residents live safely and with dignity in their own homes. The agency has developed a successful, fully integrated, person centred adaptation service, which provides residents and partners with a quick and efficient one stop service for all home adaptations needs.

NHS Ayrshire and Arran

The Health and Active Rehabilitation Programme – A Sustainable Approach to Managing Multi-morbidity

The Healthy and Active Rehabilitation Programme (HARP) is a multidisciplinary supported self-management initiative which was launched in 2015 for people living in Ayrshire, Scotland, affected by more than one long-term condition. HARP targets deprived and rural communities, providing local rehabilitation to conditions typically placing high demands upon emergency healthcare (cardiac or pulmonary disease, cancer, stroke, diabetes, and falls). To date, HARP has positively impacted across various measures of physical and psychosocial health and reduced emergency bed days in these groups.

Wirral Council

Working Collaboratively with Council Supply Chains to Create Apprenticeships and Employment Opportunities for Local Authority Care Leavers

With over 120 per 10,000 Children in care – double the national average, Wirral has operational and financial challenges in meeting its care leaver responsibilities. This pioneering programme, with enormous long-term financial benefits, sees Wirral working with its direct supply chain providing opportunities to disadvantaged young people through full time work and apprenticeships, enabling young people to feel valued, supported, optimistic about their future and recognise the benefits and of full-time employment whilst being less reliant on the local authority.

Best Public/Private Partnership Working Initiative

Sponsored by Fleet Auction Group

Cityserve (Birmingham City Council)

The Story of Cityserve Pay – Making it easy for Schools

How we aim to save Birmingham's schools £1,000,000

Cityserve | Pay is Birmingham City Council's new cashless catering payments and pre-ordering system exclusively available to Cityserve schools and proven to increase meal uptake and reduce food-waste. Developed in association with sQuid, the people behind London's Oyster-card, and with no licence fees for Cityserve schools, ever-reducing education budgets will benefit from around £5,000 a year in finance administration cost savings alone.

East Riding of Yorkshire Council

Pocklington Flood Alleviation Scheme

The historic town of Pocklington has frequently suffered from devastating flooding. Unfortunately the town was unable to qualify for sufficient government financial assistance to tackle the flooding issues.

In 2016 an innovative partnership was created, and the housing developer Persimmon Homes Yorkshire was able to provide financial assistance, along with the Environment Agency and the Local Enterprise Partnership.

These agencies worked together with the Council and stakeholders to design and construct a £4.9 million flood defence scheme for the town.

Harrogate Borough Council

#MakingParkingForgettable in Harrogate town centre with the launch of AppyParking

Thanks to a partnership between Harrogate Borough Council (HBC), North Yorkshire County Council (NYCC) and AppyParking, with sponsorship from Visa Europe, parking is set to be forgettable in Harrogate town centre. This has been made possible thanks to the introduction of a smartphone based app and more than 2,000 sensors installed

across the town. Together, these will help improve parking and traffic management, reduce pollution, support the visitor economy and enhance the user experience.

Liverpool City Council

Liverpool's Dream – Giant Spectacular Event, Culture Liverpool

Liverpool invited world renowned street theatre experts Royal de Luxe to bring their Giants to Liverpool in 2018 for their 3rd and final visit. Liverpool's Dream is officially recognised as the largest free public event ever seen in Liverpool with an audience of 1.3 million people over 5 days and 20 miles bringing £60m to the local economy. The project involved 55 partners both from the private and public sectors.

NorseCare Ltd (Norfolk County Council)

Finding profitable solutions in social care

NorseCare Limited is Norfolk's largest care company, supporting over 1,400 people. Wholly owned by Norfolk County Council, we provide care and support, including specialist dementia care, to people in residential care homes and housing with care schemes. The Company in seven years has developed into an organisation that is nationally recognised as providing excellent care for its customers alongside providing substantial financial returns for the Shareholder (Norfolk County Council).

South Gloucestershire Council

Bromley Heath Viaduct maintenance and enhancement scheme

Bromley Heath Viaduct is a major, £11 million scheme on one of South Gloucestershire's busiest commuter routes. Work required combining essential maintenance, innovative enhancements and new technology. The close working partnership between South Gloucestershire Council, WSP, Tarmac and Farrans, did more than achieve innovative solutions to challenging problems. The success of the partnership was integral to the scheme being completed in half the expected time, within budget and with minimal impact on the local community and regional economy.

Southampton City Council / Balfour Beatty

Shaping Southampton through Digital Excellence

Making highways digital may sound like an impossible task – but Southampton City Council and Balfour Beatty have been working in partnership for over 8 years to do just that. Implementing a 'Digital by Design' initiative for the Highways Service has been key to providing a 'future ready', outcome-driven service that can continue to meet the high level of demand and expectation from our customers, within the context of an ever-reducing budget.

Best Collaborative Working Initiative

Sponsored by Invotra

Cheltenham Borough Council

Cheltenham Remembers

In 2018, Cheltenham Borough Council led a community partnership project to commemorate the WW1 centenary; known as Cheltenham Remembers. Working with eight lead partners we delivered a diverse programme of commemorative activities including an emotive memorial march, a unique audio-visual projection on to the council office, exhibitions, living history, performances, school engagement and restoration of Memorials. There was also wider involvement with 30 supportive partners, funders and local projects, which captured the imagination of our communities.

City of Lincoln Council

The Boultham Park Project

The City of Lincoln Council has embarked on a long-term plan to restore its most important parks – in this case Boultham Park. This was not just about spending capital monies to restore a park – it was about a sustainable park programme that saw the park restored, maintained, and placed in a position to improve in the future. The public/charity partnership, that we believed to be unique, sets a new model for collaborative working and has created hope for the park.

City of Wolverhampton Council

Working Together to End Rough Sleeping

The City of Wolverhampton recently experienced a sharp rise in rough sleepers and with it potentially devastating social costs and escalating demands on public resources.

City of Wolverhampton Council has led a highly effective multi-agency response focused on offering tailored, comprehensive support designed to tackle the root causes.

Rough sleeping has fallen sharply and the city has a new, sustainable approach that better utilises the skills and resources of the council and its partners.

East Riding of Yorkshire Council

Bridlington Early Intervention and Prevention

Humberside Police, in partnership with East Riding of Yorkshire Council have led on a Police and Crime Commissioner-funded project in Bridlington, to relieve pressure on frontline resources by adopting early intervention and prevention approaches. A place-based system alongside partnership working were key foundation stones for this project. A multi-agency board with senior representation from all public sector partners and chaired by a senior officer from ERYC gives the project strategic direction, and is accountable for driving change.

Hartlepool Borough Council

Hartlepool Borough Council: North Tyneside Council – Delivery of Whitley Bay Central Promenade Project

Central Promenade dates back to the early 20th Century and was constructed to protect Whitley Bay from erosion. Fast forward 100 years and this vital structure was deemed a danger to the public and life expired as an asset creating a liability for North Tyneside Council. Collaborative working between the two authorities delivered a £4,950,000 coastal defence scheme to the delight of local residents and proved to be the impetus for regeneration whilst delivering efficiency savings in excess of £1,500,000.

Somerset Independence Plus (Somerset County Council, Sedgemoor District Council, Taunton Deane Borough Council, Mendip District Council and

West Somerset District Council)

Promoting Independence and Prevention: An integrated service delivered through partnership to meet the needs of people with disabilities through Somerset

Somerset Independence Plus (SIP) streamlines existing provision bringing together staff from several agencies to form a collaborative multi-disciplinary team. The perfect vehicle for integrated services, sharing good practice, delivering a seamless, easy to access 'one stop shop' for customers through Independence and Advice Centres. Grounded in prevention with tangible benefits for all customers, the ethos and operation are in line with new thinking optimising independence in the most enabling way for as long as practical, safely and comfortably as possible.

Sefton Council

Aspiring Instructors: Changing lives through opportunity

Aspiring Instructors is a collaboration of three service areas within Sefton Council, in partnership with the Department Work and Pensions to provide a unique employment training programme. The 16-week course uses sport and mentoring as tools to increase participants self-confidence, motivation, and personal development whilst gaining a wide range of qualifications which enhance participants employment prospects. The impact the programme has had on participants has been lifechanging and resulted in wider outcomes inclusive of traditional employment pathways.

Xentrall Shared Services (Darlington Borough Council and Stockton-on-Tees Borough Council)

Celebrating the Success of Xentrall Shared Services

Xentrall Shared Services the innovative, ground-breaking and hugely successful public-public partnership celebrated its tenth birthday in 2018.

Planned and created in the pre-austerity years, this timely endeavour has achieved £14.6m savings, almost double its original ten-year target.

This has allowed both Stockton and Darlington Councils to plough the savings back into front-line services such as street scene and highways as well as helping to care for the vulnerable.

Xentrall encompasses ICT, Transactional HR and Finance and Design and Print services.

Best Commercialisation and Entrepreneurship initiative

Sponsored by Commercial Services Group

One West (Bath and North East Somerset Council)

Delivering Good Governance through Commercialisation

The challenge of meeting GDPR was substantial not just for large organisations but for small and medium sized businesses.

One West worked with the Education and Care sectors to develop a service offer that would deliver not just VFM but be a positive contribution to social value.

By combining the principles of good governance across our services we were able to assist 200 new clients and deliver nearly £200K in surpluses back to our host authority in just one year.

Birmingham City Council

The Commercial Business Hub – Providing the Oxygen for Growth

Birmingham City Council is navigating through a perpetually challenging and changing landscape to become more focused on greater benefits for citizens via efficiencies, surpluses and different ways of working.

An ambitious new 'Commercial Business Hub' has been established from within the ranks of the Council to influence substantial behavioural change, positively impact upon trading imperatives and embed a commercial culture – changing the perception of every council employee from 'I work for the Council' to 'I work for our Citizens'.

Cheltenham Borough Council

Calculated risk taking

By 2022, Cheltenham Borough Council (CBC) will have made significant local investments and is predicting a financial net surplus. This achievement will be the result of long-term fiscal planning, embracing calculated risks with commercial opportunities and boldly encouraging growth in a climate of austerity. Despite a challenging financial environment, CBC maintain investment in frontline services and public realm – achieved through innovative shared services, safeguarding existing services, investment, skilled treasury management and astute commercial investments with a clear sense of purpose.

Liverpool City Council (Culture Liverpool)

Liverpool 2018: A Global Partnership

Culture is the rocket fuel for the regeneration of Liverpool – Culture Liverpool use this focus to commercialize their major events programme to continue to impact upon the regeneration and transformation of Liverpool in a turbulent economic environment.

North Norfolk District Council

'Goats on a slope' – a commercialisation strategy like no other (we kid you not)

In 2014, North Norfolk District Council pioneered the use of Bagot Goats to clear difficult Cliffside terrain. Five years on, the Bagots have their own 'Goats on a Slope' brand. NNDC has cashed in on the Bagot Goats' 'celebrity' status. The goats represent a significant revenue stream (not that this attention has gone to their heads). From branded merchandise, to a travelling herd, the Goats have proven themselves to be astute businessmen and firm favourites with locals and tourists alike.

Stockport Homes Group (Stockport Council)

Transforming Stockport Homes

Our mission of 'Transforming lives' relies on us delivering services beyond expectations.

Stockport Homes 27 year Management Agreement

with Stockport Council has created a vital framework for long-term finance and business planning, facilitating the diversification of Stockport Homes, through the formation of specialist subsidiaries, generating additional income to support and grow the business.

From 2016 - 2019 we have restructured as Stockport Homes Group and launched three new subsidiaries whose success is taking us from strength to strength.

Sunderland City Council

Northern Taste: Building on the Strengths of the School Meals Service to Develop a Commercial Catering Enterprise (Essential)

Northern Taste grew out of Sunderland Council's high performing School Meals Service as a means of generating additional income.

The original business model and marketing strategies have been developed by the School Meals Service management team, whilst the actual food production is undertaken by school cooks from school kitchens. It has resulted in the establishment of a trusted brand and year on year business growth.

Thurrock Council

THE Commercial Council

The approach the council has taken is to focus on being an effective commercial business managing its budget, generating income, reducing costs and expenditure, effectively commissioning and procuring and ensuring a focus on outcomes and value for money rather than 'the mentality of cuts'.

We have increased our general fund balance by nearly 40% in one year from £8m to £11m. We also have a balanced budget for the next four years – without cutting any services.

Best Community and Neighbourhood initiative (inc. Community Safety)

Sponsored by Leafield Environmental

Cheshire East Council

Connected Communities

Through Cheshire East Council's Connected Communities strategy, we work with local residents, community representatives, venues, and service providers to develop customised and sustainable early intervention and preventative initiatives, reduce social isolation, and widen access to public health services.

- Helping people in urban areas and areas of deprivation to address local issues
- Empowering individuals, groups and venues to develop targeted services for their communities
- Improving community and individual wellbeing and resilience
- Reducing demand for costly health and social care packages

Darlington Borough Council

Darlington Great Parks Auction

An innovative initiative which saw Capita, Cummins, Darlington Building Society and EE, bid the numbers of hours their staff would volunteer to renovate four parks in Darlington. Darlington Council worked with Darlington Cares an organisation which aligns local companies CSR activities and which coordinated the four companies' work delivering 3,500 hours of volunteering in the parks which has not only massively improved the parks' environment but has increased use of the park by local residents and forged lasting bonds with the companies.

Derry City and Strabane District Council

City Community Safety Warden Scheme

The Community Safety Warden Scheme has been

operating in Derry since July 2009 and is supported by Council and its statutory partners. The scheme aims to reduce anti-social behaviour and fear of crime and is focused on the four Neighbourhood Renewal areas in Derry City. Many of the neighbourhoods that the wardens operate in have been historically difficult for the PSNI to engage with. The eleven Community Safety Wardens are employees of DCSDC with the scheme managed by the PCSP.

East Ayrshire Council

Safety Advisory Group

East Ayrshire Council has transformed its approach to events and resilience management. A new framework has been established to improve our ability to deliver high quality festivals and events. Central to this approach is the work of the Safety Advisory Group (SAG), which ensures that public safety is a priority and that a consistent approach is taken. The SAG also plays a co-ordinating role in relation to the wider resilience agenda, including emergency planning arrangements, civil contingencies and business continuity.

Solihull Metropolitan Borough Council

Love Solihull

Solihull Metropolitan Borough Council's Love Solihull programme is about enabling local communities to be able to play an active role in helping to make our borough a great place to live, work, and be active.

Through positive engagement Love Solihull facilitates partnership working among local communities and businesses, creating a network of stakeholders that can support each other in making a sustainable difference to the environment.

Stevenage Borough Council

Stevenage Against Domestic Abuse (SADA)

Stevenage Against Domestic Abuse (SADA) is a service that provides advice, guidance and support to individuals and their families who have experienced domestic abuse, led by victims and survivors themselves.

The service encourages and empowers victims by the means of dedicated liaison workers, a safe

space (dedicated temporary accommodation), drop-in sessions and a network of peer support and social activities.

Thurrock Council

#GiveAGift Campaign

Thurrock Council pledged to provide 2,400 children in need with a present for Christmas Day. The challenge – to achieve this using communications effectively to generate a social revolution harnessing Thurrock's community spirit and the generosity of residents, businesses and council officers at almost no cost to the council tax payer.

The communications campaign reached over 300,000 and the whole project ran on just £1,000. #GiveAGift exceeded the number of presents and delivered a little Christmas magic for Thurrock's children.

Trafford Council

The Conscience Project

The Police and Trafford Council received regular complaints about anti-social behaviour from residents living in the vicinity of Manchester United on match days. These complaints include public urination and litter. The aim of the Conscience Project is to prick the conscience of fans visiting the area by highlighting that their behaviour has a direct impact on people who live close to this major sporting venue and increase confidence that public services are taking these types of complaints seriously.

Wakefield Metropolitan District Council

Branching Out

Branching Out, is an annual programme of learning experiences for young people set in a variety of outdoor environments developed by Wakefield Council's Young People's Service and Street Scene's Countryside Service. The aim of the programme for those who participate is to improve their confidence and self-esteem, raise aspirations and build resilience whilst improving their physical and mental health as well as their emotional well-being. It enables them to grow and develop whilst meeting new friends and having fun.

Best Innovation or Demand Management initiative

Sponsored by Contenur

Aylesbury Vale District Council

AI technology is customer services

For AVDC, digital is all about helping people have a better day. Through embracing new technologies, including AI, and by putting the needs of the customer first, AVDC is empowering the local community and effectively allocating resources, to provide a fully-modern, high-quality service.

Darlington Borough Council

Using Behavioral techniques to transform outcomes in Adult Social Care

By developing innovative new techniques founded in behavioural science our frontline teams have been able to reframe conversations with people who use social care services to coach them towards increased well-being and independence. In the context of increasing demand and reducing budgets, outcomes for service users have improved across the board and more people in Darlington are now more independent. This means that the service is not only financially sustainable, but is now able to reinvest in further innovation.

Lancaster City Council

Special Initiatives

In 2016, the implementation of Universal Credit (UC) presented a significant challenge to Lancaster City Council's income stream and its tenant's security of tenure. We have embarked on an ambitious course of transformation regarding improving tenant's quality of life, combatting financial exclusion and improving tenancy sustainability. We radically improved every aspect of our work and support to deliver a proactive approach which has, to date, resulted in total saving of over £370,000

North Norfolk District Council

'Goats on a Slope'

North Norfolk District Council are paving the way with a 'goatally different' approach. From a growing concern over costly and dangerous land maintenance, a novel idea was born. The use of goats to sustainably maintain and manage the famous cliffs of Cromer in an area of outstanding natural beauty. From initially humble beginnings, the project has grown, not only into a major tourist attraction, but equally as an environmentally friendly, cost effective, self-sustaining land management system.

Stockton-on-Tees Borough Council

Necessity is the mother of invention

As with all Local authorities Stockton on Tees Borough Council has been in a constant state of change with cuts to budgets, service reviews and the loss of hundreds of jobs throughout the workforce taking with them years of experience and knowledge. However, despite all this Stockton has embraced these challenges and through innovation, smarter working and focusing on the needs of its residents it continues to deliver excellent services. Welcome to the story of one such service, OneCall.

Wealden District Council

Wealden Drive to Digital

The Drive to Digital project is a council wide channel shift programme, which strives to meet our corporate objective to "help more residents get online and make access to services more convenient and efficient." By embracing the technology we have at our disposal and improving our digital offer, we have been able to make significant efficiency savings and substantially reduce the demand on our customer contact centre.

Wirral Council

Working Collaboratively with Council Supply Chains to Create Apprenticeships and Employment Opportunities for Local Authority Care Leavers

With over 120 per 10,000 Children in care – double

the national average, Wirral has operational and financial challenges in meeting its care leaver responsibilities. This pioneering programme, with enormous long-term financial benefits, sees Wirral working with its direct supply chain providing opportunities to disadvantaged young people through full time work and apprenticeships, enabling young people to feel valued, supported, optimistic about their future and recognise the benefits and of full-time employment whilst being less reliant on the local authority.

Best Renewable Energy or Energy Efficiency initiative

Sponsored by Salix

Brent Council

Energy and Carbon Reduction in Brent

In February 2019 we completed the conversion of 21,000 street lights across Brent to LED technology controlled by a new Central Management System.

This 15-month programme was achieved through a collaborative approach with our partners including: the manufacturer, DW Windsor; design specialists, Design for Lighting; and Salix, who provided capital investment support.

The investment will save £950,000 p.a. on energy costs, the highest achieved through LED lighting anywhere in the capital. It also addresses the climate emergency by reducing carbon emissions from street lighting by at least 65%.

Derby City Council

The Derby and Derbyshire Energy Efficiency (D2EE) project

The D2 Energy Efficiency project (D2EE) works with small and medium sized businesses in Derby and Derbyshire, offering free specialist technical advice and grants to improve the energy efficiency of premises, processes and equipment.

The project aims to reduce carbon emissions and save businesses money, and often results in

additional benefits such as reduced maintenance and improved working conditions and reliability of equipment. The audits and grants project is run by a partnership between Derby City and Derbyshire County Councils.

Dundee City Council

Dundee's Electric Vehicle Charging Hubs

Dundee is regarded as Scotland's leading city in the adoption, promotion and operation of electric vehicles. In 2018, Dundee City Council embarked on an EV infrastructure project building three revolutionary EV multi charging hubs across the city. Putting the city at the forefront of EV charging technology not only in the UK but also in Europe allowing the city to provide data and knowledge for other such projects in the UK and beyond.

Liverpool City Council

Housing, Health and Energy Efficiency Programme

Healthy Homes is delivering a significant, sustainable, health and housing energy efficiency improvement programme; reducing the burden on NHS care by targeting housing deficiencies that cause or exacerbate preventable chronic disease and premature death. Healthy Homes is leading the way to address housing and health hand in hand. Its creative and innovative approach has led to significant improvements for homeowners by focussing on a clear outcome of reducing fuel poverty in Liverpool.

Public Power Solutions (Swindon Borough Council)

Public Power Solutions' Barnfield solar park, Swindon recycling centre

Barnfield Solar Park is a 2.5 MW 'private-wire' project on a former landfill site owned by Swindon Borough Council (SBC). Located next to the Council's recycling centre it is directly connected to the Solid Recovered Fuel Plant, providing a source of renewable energy to power the plant and saving the Council around £185,000 a year in energy costs. SBC invested directly in the project, agreeing a long-term power purchase arrangement with PPS so it operates profitably without a large subsidy.

South Gloucestershire Council

Street Lighting: the sustainable LED replacement programme

In 2014 South Gloucestershire Council embarked on a programme to replace street lighting lanterns with LED. Unlike other councils South Gloucestershire opted for a 10 year sustainable replacement programme rather than replace all the lanterns in a short timescale.

Now halfway through, the programme has surpassed business plan projections by utilising advances in technology to reduce annual capital spend by over £700k and increased the energy efficiency of the lanterns to reduce CO2 consumption and save £2.5m cumulative energy.

Best Service Team of the Year: Housing, Construction and Building service

Sponsored by DeMontfort University

3C Shared Services (Cambridge City Council, South Cambridgeshire District Council and Huntingdonshire District Council)

3C continue on its journey towards its goal of excellence in building control

“Three is the Magic Number!”

3C continue its journey towards the goal of excellence in building control.

3C have consolidated and grown their market share, maintaining commendable standards of delivery and are well respected within the industry both locally and nationally.

Bristol City Council

Bristol City Council's Joinery Shop

The Joinery Shop has been serving Bristol for over 50 years, producing great quality products, including their 30 minute fire door, which lasted 58 minutes in

independent tests. With a solid reputation for their extensive knowledge and experience, they have a hugely effective apprenticeship programme. The outcome of their continuing success is the need for larger premises to meet the increasingly high work demands and future proof them for their ambitious growth plans.

Caerphilly County Borough Council

Caerphilly Homes WHQS Team

Since 2012 Caerphilly County Borough Council's in-house team has been working to deliver improvements to tenants' homes as part of its £250 million Welsh Housing Quality Standard improvement programme. The team has ensured that, despite the volume of work being undertaken, standards and tenant satisfaction levels have remained consistently high.

Hartlepool Borough Council

Building Design and Construction Service

As funding for Council services has been significantly reduced in recent years the number of local councils that provide building design and construction services in-house has reduced and the model used is to outsource to external providers. The Council took the bold step not to follow this model and instead decided to develop the existing in-house services, increasing its resources and skill base to compete with the best in the construction industry to generate income rather than make savings.

North Kesteven District Council

Design Services Team of the Year

The Design Services Team is the heart of North Kesteven's progressive and ambitious approach in increasing Council houses and delivering more choice across the HRA, General fund and our housing company.

They are engaged people who understand the commercial realities of construction and the dynamics of delivery, with a passion to design value and excellence into every aspect of every project.

Their secret is mutual respect and trust, with the support and understanding of finance, tenancy and

housing needs colleagues.

Wealden District Council

Wealden New Build Housing Delivery

Wealden is a rural district in East Sussex with an ageing population and a very high demand for affordable housing. Wealden District Council's long standing commitment to building new houses has helped address this demand and also addresses the complex needs of our elderly residents. Our HRA, Housing Company and Retirement Living new builds work towards tackling these issues, whilst also maintaining and protecting our attractive rural landscape.

Best Service Team of the Year: Catering service

Sponsored by NPI

Cityserve (Birmingham City Council)

Fighting Fit for the Future

A perfect storm is brewing: austerity, academisation, threats to funding, increased competition, escalating costs and of course, Brexit; these are exceptionally difficult and complex times for Local Authority caterers, many of whom are fighting to survive. Cityserve is responding to these challenges through restructuring and the implementation of scalable IT, the insourcing of services, innovative product design and development including a time and money saving free-cashless pre-order system and contract free-access to flexible bundles of services. We're fight to fight!

Edsential (Cheshire West and Chester Council and Wirral Council)

Community Interest Company

Edsential is a Community Interest Company co-owned by Cheshire West and Chester and Wirral Councils. Edsential provides a variety of services to schools, governors, local authorities and parents, such as, Health and Safety, Catering, Residential Visits and Education Services.

Our Catering Service provides 5,000,000 meals to 162 schools, 91% of meals are prepared freshly on site, using local red tractor meat, free range eggs, MSC fish and sustainable palm oil. There is no better reward than an empty plate.

Gateshead Council

The strive to help children thrive in Gateshead

Gateshead School Catering's primary focus is maintaining a quality service despite the current financial difficulties faced by ourselves and our customers. We have further standardised the operation to ensure consistency, as well as developing our menu and food offer across all units.

The strength of the partnerships which we have spent years building with our customers has been tested more than ever over the last 6-months as budgets were set and the extent of the challenge we all faced became clearer.

Lancaster City Council

Lancaster City Council Catering Team

Lancaster City Council's approach to the financial challenges facing local government is to make the best use of the assets it has.

The Council directly manages four thriving cafes each in unique locations – Williamson Park, The Storey Institute, Salt Ayre Leisure centre and the Platform on Morecambe prom.

There are plans to add further outlets.

This strategy means that visitors can enjoy the public asset and in turn the income can be used to support our public realm.

LTS Catering Services (Leicestershire County Council)

Building a Sustainable Future

In such challenging times, defining what sets us apart from others? Anticipating the changing landscape within our industry has been key in supporting our success over the last year. 98.5% business retention; meeting and exceeding our customer expectations; and growing our business portfolio substantially. Our customers and clients are sharing in the benefits of our success through

our innovative incentives as we work in partnership to build cost effective solutions and a positive sustainable future together.

Oxfordshire County Council

Oxfordshire County Council Catering Service

Following the collapse of Carillion, Oxfordshire County Council returned its school catering service back to an in-house operation. Having traded for a year under this new arrangement, the service has achieved significant success and is seeking to build on this in the coming years. This would not have been possible without the commitment, motivation and enthusiasm of the whole team, with support from schools, suppliers and the wider OCC community.

Best Service Team of the Year: Facilities Management and Building Cleaning service

Sponsored by Edsential

Caerphilly County Borough Council

Building Cleaning Services

Building Cleaning Services (BCS) is Caerphilly CBC in-house service provider who deliver a wide range of services ensuring public buildings including schools, leisure centres, libraries, museums, rugby club, public conveniences offices and other buildings are cleaned and well presented. Specialist cleaning including sheltered housing complexes, council house voids, computer / telephone cleaning, cleaning and specialist window / gutter cleaning, dirty house cleans. Last but not least BCS is responsible for Portable Appliance Testing (PAT) all of the Authority's electrical equipment.

Durham County Council

A whole team approach to an improved and innovative Facilities Management and Building Cleaning service

Durham County Council's Building and Facilities Maintenance Team is an innovative and award-winning service, providing a one-stop-shop facilities management solution to the council and customers across the North East.

Through investment in our team and equipment, we have developed a FM and Cleaning service that is achieving financial savings, providing an excellent high-quality Value for Money commercial service, whilst ensuring the highest safety standards are maintained.

Gateshead Council

Tough times don't last, tough teams do

Gateshead's Building Cleaning Service have endured a turbulent few years of constant change centred around creating a total FM service like what is offered by the private sector. Listening to customers has returned us to our roots and allowed us to once again focus on what we're good at – providing a service that our customers truly want and value. This resulted in the separation of Facilities Management and the renaissance of Building Cleaning as a stand-alone service.

Manchester City Council

Facilities Management – Absence Management Review Process

Facilities Management is expanding and to support the growing team a new HR strategy was created. The purpose of the HR strategy was to centralise all transactional processes within Facilities Management, improving compliance/attendance across the service. This supports the operational teams within FM, allowing greater focus on customer engagement. This project embraces the Our Manchester Behaviours of working together, fusing the service as one team and through owning it and not being afraid to try new ways of working.

Rhondda Cynon Taf County Borough Council

A clean place is a safe place

Rhondda Cynon Taf is the third most populous unitary authority in Wales. Throughout 2018 the facilities cleaning team worked in partnership with Health and Social Care to improve outcomes for service users experiencing challenges in the home environment resulting from substance misuse, physical and mental ill health, frail elderly and dementia.

Our innovative project tackles poor home conditions that enable small works and aids and adaptations to progress allowing service users to return home from hospital with a package of care.

South Tyneside Council

Our improvement journey in pursuit of excellence

South Tyneside Council's Building Cleaning Team continues to go from strength to strength, delivering exceptional results in relation to performance, productivity and commercialisation.

In 2014 we embarked on a long-term improvement journey, initially addressing inefficiencies relating to staffing, products / equipment and budget management.

Significant improvements in these areas has been a catalyst towards further developments, involving major investment, the diversification of services offered and the successful provision of these services to a large number of external organisations.

Best Service Team of the Year: Highways, Winter Maintenance and Street Lighting service

Sponsored by Archway Roadmaster

Cheshire East Council

Crewe Green Roundabout

Cheshire East Council has started on an ambitious £320m programme of highways infrastructure projects designed to free up capacity, ease

congestion and pave the way for unprecedented growth in time for the planned HS2 Hub in Crewe in 2027.

The programme contributes to our growth strategy and for the wider region by providing an enhanced road network that will handle increased demand and allow us to capitalise on the opportunities HS2 will bring.

Derby City Council

The Road to Well Managed Highway Infrastructure

I wish to acknowledge the hard work and dedication of the Highway Asset Management Team over the past two years, to bring about our adopted approach to the Well Managed Highway Infrastructure Code of Practice: October 2016. The journey has been full of challenges and opportunities, but it is clear that the team continued to do the very best for Derby and the citizens we serve, which should have the recognition it deserves.

East Riding of Yorkshire Council

Highway Services

Highway Services in the East Riding are delivered to a very high, which is due to the training of its staff, together with appropriate investments in 'fit for purpose' assets and equipment.

The Council has a commitment to the development of skilled in-house teams, rather than out-sourcing to secure quality, motivation, flexibility, and pride. One example of the Team's willingness to go the extra mile is that they carry out works for neighbouring authorities to bring in additional income.

Rhondda Cynon Taf County Borough Council

Highways Infrastructure Improvements

Rhondda Cynon Taf is Wales' third most populous unitary authority. As Highway Authority we have maintenance responsibility for a road network of approximately 1260km. Like all LA's, recently our ability to undertake works have been limited by budgetary restrictions. We have therefore reassessed how we deliver services within the Highways Infrastructure sector and together with forward thinking capital investments driven by the

Council's Senior Leadership Team have come up with a strategy to maintain and future proof our highway assets.

Southampton City Council / Balfour Beatty

Delivering service excellence throughout the most challenging of years

The period from January 2018 to present has been the most challenging, demanding and successful in the 9 years of the Southampton Highway Services Partnership. Working collaboratively, teams from across Southampton City Council and Balfour Beatty, as well as numerous stakeholders have worked together to deliver new levels of service excellence. Undertaking incredibly challenging projects and programmes of work, in adverse weather and with significant logistical and technical challenges, the partnership has delivered beyond expectation.

Wigan Council

Transforming the Roads to Wigan Peer's

Wigan Council provides highway services to 325,000 residents, working 365 days a year to keep the borough's infrastructure and residents safe.

These frontline services can be too easily be taken for granted, particularly when faced with one of the top 10 largest budget reductions - £160m (43%).

In Wigan, we introduced The Deal, an informal agreement between the council and residents to 'transform rather than cut services' to protect the most vulnerable and keep the front-line services that resident's value.

Best Service Team of the Year: Transport and Fleet Maintenance service

Sponsored by Go Plant

East Riding of Yorkshire Council

Supporting our Local Bus Networks

East Riding of Yorkshire Council undertook a review of its supported bus network in 2016 to ensure that

services were meeting strategic public transport needs for our most isolated and disadvantaged residents. Since then the Council has successfully maintained and developed its supported bus network despite ongoing financial pressures. We have worked closely with local bus and community transport operators, Parish and Town Councils and our extensive network of 'Parish Transport Champions' in order to achieve successful service outcomes.

Fife Council

New Initiatives to improve the Delivery of Fleet Management and Maintenance

Fife Council has invested in a diverse range of vehicles and plant to enable the delivery of frontline services to the community of Fife. Fleet Operations is responsible for procuring assets to ensure best value, ongoing fleet management and maintenance including mandatory compliance. The Council fleet currently comprises 1,418 road registered vehicles and 135 items of plant. Since 2011-12 the demand challenge approach has reduced the fleet by over 300 vehicles ensuring a low carbon sustainable fleet into the future.

Oxford Direct Services Ltd (Oxford City Council)

Motor Transport department

The Motor Transport department has undergone a radical period of change and development over the last year as part of the move to Oxford Direct Services Ltd (ODS), a local authority trading company owned by Oxford City Council. Despite austerity the Motor Transport department has been a successful commercial team within ODS and this move has enabled the department to further invest in technology, assets and staff as well as revise its processes allowing significant efficiency and growth.

Scarborough Borough Council

A team effort to identify a commercial opportunity, deliver it and continue to work together to deliver high standards in a financially efficient manner for the good of residents and the Council

Our vehicle workshop team have delivered on an ambitious programme of commercialisation and

change that has delivered financially for the service, the wider Council and safeguarded jobs. The team have brought in a number of large third party contracts and changed the way we procure fuel in a short space of time whilst continuing to deliver a high quality service for internal fleet users.

South Gloucestershire Council

South Gloucestershire Transport Fleet Maintenance Service Team

Like many other Councils across the country South Gloucestershire faces ongoing financial challenges. Year on year funding from central government has been reduced while cost pressures to deliver services continue to increase. Changes introduced by the Fleet Maintenance Service Team have increased commercialisation of the MOT station, demonstrated cost savings and efficiencies in replacement of fleet vehicles with electric, alongside delivering an improved service to partner organisations. The standard of their work has been recognised with IRTE accreditation.

Sunderland City Council

Creating a Platform to Develop Fleet and Transport Services

Sunderland Council's Fleet and Transport service was developed from previously disparate elements of the Council's transport provision. By embracing new technology and embedding improved systems and processes into the day to day management of the Council fleet it has generated significant efficiency savings and reduced legal exposure.

It has also created a platform for further development of the service to ensure Sunderland is well-placed to both address and take advantage of the challenges ahead in fleet and transport.

Best Service Team of the Year: Waste Management and Recycling service

Sponsored by Bartec Auto Systems

City and County of Swansea

Prohibition of Recyclables from Residual Waste at the Kerbside – The Bin Police!

Kerbside residual restrictions and a prohibition of recyclables from residual skips at Household Waste Recycling Centres (HWRCs) had been very successful in increasing recycling, however a further step change was required to harvest the remaining recyclable material put out in the black bags at the kerbside. To maximise community engagement and recycling behavioural change in the home, we needed to supplement traditional education and promotion with the focus legislation can bring. The Keep it Out Campaign was launched.

City of Wolverhampton Council

No time to waste – Wolverhampton's speedy take over of waste and recycling

City of Wolverhampton Council has successfully delivered a challenging new approach to waste management in a very tight timeframe. In just three months it's taken control of delivering waste and recycling by bringing it back in-house. It financially integrated 2,000 commercial waste customers; met financial challenges by reducing the net revenue spend by £2.5M (20%); introduced a paid-for garden waste service; and invested in bin wagons with state-of-the-art technology.

East Riding of Yorkshire Council

Waste and Recycling Team

East Riding of Yorkshire Council has achieved England's top recycling rate for two years running.

The Waste and Recycling Team's proactive schemes and close partnership working with residents has increased recycling, improved services and attracted international attention.

Our refuse collectors battled appalling weather conditions during the 'Beast from the East' to make sure every bin was emptied.

Despite huge challenges and budget pressures we worked as a team to overcome them and end the year with a balanced budget.

Harrogate Borough Council

We go the extra mile

Keen to maximise the high quality, reliable, safe and efficient customer-focused waste service provided in the Harrogate district, we undertook a full service review in 2017/18. With quantitative and qualitative market research, customer insight, the introduction of new technology and faith in our own expertise we have seen income rise 22 percent and profit soar five-fold in the last year, whilst continuing to 'go the extra mile' each and every day.

Newry Mourne and Down District Council

One team, a shared strategy, exceeding recycling expectations!

The Councils' Waste Team developed their Waste Strategy in 2016, the recycling rate had plateaued at c.39% and waste arisings were increasing. A 5-year Waste Strategy was implemented to achieve the statutory waste and recycling targets. A range of initiatives were proposed and implemented including roll-out of food waste collection and behavioural change communication throughout the District. To date, the Council have exceeded their own expectations and are all set to reach their 50% recycling target 1 year early!

Renfrewshire Council

Transformational Waste Collection Project

Renfrewshire Council delivered a transformational waste collection project which significantly changed the way that waste and recycling was collected. The project affected 90,000 households, 1,200 commercial customers and 150 frontline employees whilst utilising skillsets from a number of council services. A project team was established in 2017 to identify, scope, design and implement this major change. Due to the drive and motivation of the team, this change, which was

the most complex the council has attempted, was successfully delivered.

Best Service Team of the Year: Street Cleansing and Streetscene service (Public Realm)

Sponsored by Enevo

Islington Council

Service Transformation and Remodelling

A modern and streamlined street cleansing service was adapted which resulted in significant improvements in costs, efficiency and quality.

It's provided the frontline staff with a sense of more ownership and pride in their own respective areas and thereby their motivation and commitment.

It has also allowed for better communication with residents.

The remodelled service greatly reduces carbon and polluting emissions.

As a local authority we want to set an example and are trialling various new methods to reduce these.

London Borough of Redbridge

Introducing Neighbourhood Environmental Services to the London Borough of Redbridge

As part of the modernisation and transformation of some of the Council's key frontline services, and to facilitate the delivery of the Borough's Our Streets Strategy, Neighbourhood StreetScene Teams have been established across Redbridge.

Redbridge's new Neighbourhood model brings together Street Cleansing, Environmental Enforcement, Greening Services, Community Engagement and Education into a single service. The Neighbourhood StreetScene Teams' principle responsibilities are to protect, cleanse, enforce, enhance and improve the look and feel of the streetscene in Redbridge.

Nottingham City Council

Total Place Management – A New Way of Working

Greater demand and expectations around the delivery of high quality services combined with reduced resources has meant that we have had to work in new ways. Through adapting a 'total place management' approach we have fully integrated the city councils parks and Streetscene teams to increase our frontline capacity and broaden our skill base to ensure we keep the city cleaner and greener.

Oxford Direct Services Ltd (Oxford City Council)

Parks and Open Spaces Service – Working for Oxford

2018 saw the first year in which Parks and Open Spaces (Parks) ventured as part of a wholly owned social enterprise through Oxford Direct Services (ODS). The establishment sees the service responsible for the maintenance for all publicly owned verges, parks, cemeteries, play areas, trees, allotments and countryside sites.

The transition has been seamless, with City Council and ODS service standards being upheld to excellent levels whilst moving forward.

Royal Borough of Greenwich

Street Cleansing service

Royal Greenwich deliver best in class Street Cleansing service and we are proud to have improved the cleanliness of the public realm, without having to reduce the sweeping frequencies. All residential roads in the borough are swept weekly and our town centres and high streets maintain a daily service. We work closely with our Street Enforcement team and our teams continue to jointly deliver excellent outcomes and value for money for our residents.

Stockton-on-Tees Borough Council

We'll Always Work Together, Together We'll Collective Clean

Stockton Town Centre Cleansing Team are responsible for the general cleansing functions within a dynamic, modern, and event led town

centre. The team consists of six members with fantastic support from the wider Street Cleansing Service. The outstanding work the team put in to achieve the upmost levels of cleanliness within the town is all the more remarkable given the town hosts 156 market days each year and hosts around 28 large scale events attracting hundreds of thousands of visitors.

Best Service Team of the Year: Parks, Grounds and Horticultural service

Sponsored by Cemetery Development Services

Aberdeen City Council

Aberdeen City Council Environmental Services

Aberdeen City Council's Environmental Services is a determined, hardworking and successful service.

Constantly striving to improve, the service has reviewed and transformed itself significantly over recent times and this has been recognised with a series of awards, positive news and accolades coming its way.

Embracing change and building on the successful collaboration and partnership working already embedded within the make up of its teams, the service continues to deliver strong and successful front-line services.

East Riding of Yorkshire Council

The Transformation of East Riding of Yorkshire Council's Grounds and Forestry Services

East Riding of Yorkshire Council's grounds and forestry teams transformed the way they operate by adopting new technologies.

Using tracking and recording systems, the teams were able to map and catalogue 1,400 hectares of grass and 178,000 trees, enabling more proactive work schedules.

These initial projects resulted in a 25% increase in productivity and helped prevent job losses. The teams have since gone on to develop other schemes which have resulted in total savings of

£656,107.

Mid and East Antrim Borough Council

Putting People First in Parks and Open Spaces

Mid and East Antrim Parks section consists of 120 staff, a £3m budget and manage 300 sites. The team have worked with enthusiasm and commitment to engage with the community, attract external funding of £712,640 and to excel in their field of work. This includes successes in Ulster in Bloom, Britain in Bloom, Green Flag Awards, Seaside Awards and a Blue Flag Awards for our Marina. Council are the first in NI to support Forest Schools and smoke free playparks.

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The transition has been seamless, with City Council and ODS service standards being upheld to excellent levels whilst moving forward.

Scarborough Borough Council

Operatives idea to give a cut above the rest, despite all the cuts

Historically Scarborough Borough Council has utilised a fleet of cylinder mowers to deliver highway verge maintenance, over time these have struggled to deliver the outcome expected as we reduce frequency of cut and changing public expectation. Our experienced Parks operatives instead of becoming disillusioned saw an opportunity to deliver a higher quality cut using new technology. The team approached management who arranged for a demonstration of different mowers, the kit delivered great results and the approach by the team to tackle the issue ensured the success of the transition.

Sheffield City Council

Public Health Funding for Sheffield's Parks and Countryside

Sheffield City Council's Parks and Countryside Service has embarked on a number of initiatives to ensure our service continues to be fit for purpose – provide high quality parks and countryside sites and recreational facilities, that contribute to the health and wellbeing of all of Sheffield's communities.

Our ambition is to have gained a step change in the number and range of people using Sheffield's great outdoors through our initiatives of Better Parks, Active Parks and through Public Health investment.

Best Service Team of the Year: Cemetery and Crematorium service

Sponsored by Plotbox

Calderdale Metropolitan Borough Council

Creating a sustainable future

One of Calderdale Council's three priorities is to 'Create a sustainable future', and in February 2019 the Council declared a 'climate emergency' announcing it would step up its action to tackle climate change.

The Council is working hard to improve reduce CO2 emissions wherever possible within the local authority. The Council's Bereavement Services team has been particularly pro-active, sensitively undertaking a work programme to improve the energy efficiency of the crematorium and installing technology to generate renewable energy.

Cardiff Council

Working for excellence

Cardiff Bereavement Services is an innovative, income-generating, customer focused service with a 99% Customer satisfaction rating. We are a small team committed to assisting the bereaved and meeting the needs of the community we serve. We are South Wales' only holder of the Gold standard in the Charter for the Bereaved and maintain two

Green Flag Sites. In 2018 we became the first cemetery in Wales to hold the Green Flag Heritage Flag for Cathays Cemetery.

Cheltenham Borough Council

Cheltenham – Leading the way in modernising Bereavement Services

In March 2019, Cheltenham Borough Council (CBC) opened a brand new £8.5m contemporary crematorium, following a challenging and inspiring journey for its Bereavement Services and project management development teams, who through collaborative working and hard work have delivered a stunning new facility on time and on budget, which will provide communities with a first class service.

Gedling Borough Council

Gedling Pet Cremation Services. An innovative approach to providing a new service to local residents

In these austere times, Local Authorities are faced with the challenge to find innovative alternative means of generating income to protect front-line services.

Innovation is achieved by providing something original to resolve a particular need that helps to improve the lives of local people.

With this in mind, Gedling Borough Council Parks and Street Care [PASC] Services were inspired to pursue an innovative business idea, the delivery of a new service for residents of Gedling Borough, a 'Pet Cremation Service.

Kettering Borough Council

Kettering's Bereavement Services Team

Building off the back of 6 years of investment and national recognition the small innovative Bereavement Services Team continues to improve working practices and procedures whilst delivering exceptional improvements to the services we provide.

Oxford Direct Services Ltd (Oxford City Council)

Oxford Direct Service's Cemeteries Service – Always striving for improvements and making steady gains over another successful year

2018 saw the Cemeteries Service first year under the newly formed social enterprise company Oxford Direct Services (ODS). Under the new regime the Service has continued its process of transformation seeing its achievements recognised at both local and national levels. The quest for improvement continues, to ensure that we look at every aspect of the Service, constantly questioning how we can do things more efficiently without compromising safety or quality.

Best Service Team of the Year: Sports, Leisure and Cultural service

Sponsored by Sports Art

Antrim and Newtownabbey Borough Council

Leisure Service Team Transformation

Antrim and Newtownabbey Borough Council strives to ensure our citizens enjoy good health and wellbeing. To achieve this, we redefined direction and priorities for our Leisure service to focus on holistic wellbeing, rather than simply running leisure centres.

We harnessed the knowledge of our most important asset – people – to identify barriers to participation, and develop an exemplary model of inclusive pricing and programming that facilitated 'More People, More Active, More Often'.

Lancaster City Council

Team Salt Ayre

Award winning Salt Ayre Leisure Centre has recently transformed from a shabby and uninspiring facility to a vibrant community hub. We are a nationally renowned show site for Alliance Leisure, Les Mills, and Precor

When the City Council recently invested £5m in to the facility, the entire staff team had to go through genuine organisational transformation.

Completely new facilities meant a completely new operation. Dedicated staff now deliver one of the finest, and unique leisure offers in the UK.

Lisburn and Castlereagh City Council

Providing a quality leisure experience which breaks down potential barriers to participation

The key achievement the Sports Services Unit has been to ensure that the people within the Lisburn and Castlereagh City Council area and beyond experience a leisure service which meets the Council objectives in relation to delivering a high quality (externally validated), cost effective and inclusive service which promotes participation from people of all ages, which encourages all persons to be physically fit and which endeavours to break down physical and financial barriers to participation in sport and exercise.

Culture Liverpool (Liverpool City Council)

Culture Liverpool

Culture Liverpool provides a unique offer – it delivers world class events and encourages external commercial events; delivers Liverpool Cruise Terminal, Liverpool Film Office, City Halls, and Tourist Information Centres, supports 36 cultural organisations and manages community engagement, commercial and marketing functions. It has the support of the city and the Mayor who firmly believes that “Culture is the Rocket Fuel” for Regeneration and is supported by a city wide network of organisations that see culture as Liverpool’s USP.

Sefton Council

Active Sefton: Health and Wellbeing at the heart of communities

Sefton Council’s Sport and Recreation Service comprises six leisure centres and over 30 sports, physical activity, health and community outreach interventions, all of which operate under the banner of ‘Active Sefton’.

As one of the most cost effective Local Authority

operations and with over £2 million of external funding secured in the past 3 years, the service is integral to the delivery of a wide range of priority agendas including health and wellbeing, community resilience and supporting the most vulnerable.

Sunderland City Council

Sunderland’s Cultural Services Team

Wow...what a year it’s been in Sunderland. Over 2 million visitors at our events and getting more people active.

Sunderland is undoubtedly a hotbed of creativity, culture and sport. We are committed to protecting and celebrating our culture, whilst at the same time working towards a bright future, with inspiring events and cultural programmes central to our plans.

Our City Plan 2018-2030 is ambitious, but we are committed to providing more cultural opportunities and helping people live healthier lives.

Volair Limited (Knowsley Metropolitan Borough Council)

A happier, healthier business model

Volair Limited is a wholly owned subsidiary of Knowsley MBC created to support a sustainable leisure offer for residents of Knowsley in a very tough financial climate.

This submission outlines the successful operating model introduced to support the aspiration of Knowsley MBC for sustainable leisure facilities for residents in the future.

Best Service Team of the Year: Environmental Health, Trading Standards and Regulatory service

Sponsored by BritishBins

Antrim and Newtownabbey Borough Council

Making a Difference to People's Lives

Antrim and Newtownabbey Borough Council has embedded health and wellbeing of its citizens at the heart of service delivery by developing an innovative Environmental Health, Health and Wellbeing team.

The team is dedicated and person centred and through a pilot with a local community has been successful in embedding use of the principles of Co-Production at individual, community and strategic level. The team is focused on continuous improvement and creating and influencing positive change to improve health and wellbeing outcomes.

City of Wolverhampton Council

Business Services Team

City of Wolverhampton Council's Business Services Team has expanded the boundaries of regulation through unprecedented litigation and creative compliance operations. The team has spearheaded regulation on emerging issues such as body modification and microblading, without neglecting traditional issues like fly tipping and counterfeit goods.

Darlington Borough Council

Food Allergies – There is no cure

Environmental Health Officers from Darlington Borough Council collaborated with Dr Banerjee a Consultant Paediatrician at Darlington Memorial Hospital (an allergy specialist) to complete an MSc study. The study involved sampling, interviews and training at food businesses to determine the knowledge of caterers in relation to allergies and assess compliance with legal requirements. The project improved allergen compliance, received extensive local media coverage and resulted in Dr Banerjee receiving a prestigious award for his MSc project.

Peterborough City Council

Cambridgeshire and Peterborough Trading Standards (CPTS) 'A multi-faceted approach to protecting the vulnerable'

Our approach to tackling rogue traders has changed beyond recognition: new legislation has provided enhanced powers, giving us greater teeth. However

this is against a backdrop of increasing challenges – greater presence of Organised Crime Groups; crippling austerity measures which threaten prosecution budgets; and continuing issues with detection due to significant under-reporting to name but a few. CPTS has nevertheless invested heavily in this field, overcoming these challenges and bringing the largest rogue trading prosecution in its history in 2018.

Sunderland City Council

Small, but formed rather perfectly formed

Environmental Health was once synonymous with little more than catching rats.

Today, driven by a desire to protect residents and provide a vibrant, healthy city to be proud of, Environmental Health, Trading Standards and Regulatory Services has grown into a team bursting with enthusiasm and the technical ability needed to effect real change to real lives.

Small, but formed rather perfectly, the team delivers, reflects and improves continuously because just good enough will NEVER be good enough for our residents.

Wakefield Metropolitan District Council

The Licensing Enforcement Team Working with Partners to Improve Standards in Wakefield City Centre

Working in true partnership with the Police and Wakefield's Business Improvement District it was recognised that the independent off licence premises in Wakefield City Centre were selling single cans of high strength lagers and ciders. This was fuelling anti-social behaviour in our city intimidating those who wish to shop, visit and work. The partnership set a goal to reduce the sale of high strength cans of alcohol not only by using conventional policing but by utilising the use of Smartwater.

apse service awards 2019

Overall council of the year finalists:

Birmingham City Council

City of Wolverhampton Council

Darlington Borough Council

East Riding of Yorkshire Council

Liverpool City Council

Mid & East Antrim Borough Council

Oxford City Council

South Gloucestershire Council

Stockton-on-Tees Borough Council

Sunderland City Council

Tonight's sponsors

Archway Roadmaster



Archway Roadmaster are the manufacturer of the Roadmaster® spray injection patching equipment range and currently work with over 50 local authorities in the U.K and Ireland.

The Company has developed innovative solutions for the highways maintenance industry for nearly two decades and provides Roadmaster® technology to local authorities and contractors through machine sales and as a maintenance contractor.

Archway's flagship product, the "Roadmaster®" Spray Injection Patching machine, incorporates the latest technology to allow a single operator to carry out road repairs from the safety of the chassis cab. This technology increases operator safety and repair quality, while reducing cost.

The Roadmaster® offers the end user a number of key benefits when compared with alternative spray injection patching machines:

- Reduced exposure to traffic and reduced risk to the operator, as the operator is not required to leave the cab to repair the road.
- Reduced manpower requirement.
- Precision mechanical control resulting in high quality durable repairs.
- A "Surface dressing" type application for sheet patching.
- Heating of emulsion for cold weather application (up to 80c).
- Bespoke Data Capture system providing the client with and an electronic daily report for all



Bartec Auto Systems

Bartec's Collective software allows municipal waste collectors to control their whole service in one place using comprehensive planning, finance and operations features. It is proven throughout UK local government to improve customer service and deliver real cost reductions. Whether you have a single user or hundreds, Collective can be further expanded with a growing suite of optional modules such as...

Domestic and Commercial waste and Recycling, Health And Safety, Street Scene, Parks & Grounds, Highways, Winter Maintenance, Environmental health, Inspections.

It is trusted by more than 75 UK local authorities and Joint Waste Partnerships to help them work safely, efficiently and flexibly every day of the year.

Our Collective system can be used on a wide range of devices, such as our In Cab units, Tom Tom's, Smart phones and Tablets so mobile users and supervisors have all the information to hand at all times with our Collective X App which works seamlessly with or without network coverage.

Collective is the most innovative and advanced system available to improve your waste collections and service operations.

Email: mmurphy@bartecautoid.com

Tel: 07918 553924

BritishBins

BritishBins

BritishBins are a leading distributor of plastic and metal wheelie bins as well as supplying an extensive range of waste and recycling products and accessories. Established for almost 20 years we supply

both the public and private sector in the UK and overseas. Our customers include :

- Local Councils & Government Departments
- Hospital, Schools & Universities
- Multinational Waste Management Companies
- Facilities Managements Companies
- Households

BritishBins have an extensive environmentally friendly product range for both indoor and outdoor use. Whether you're a council looking for solar compacting litter bins, a national retailer seeking battery recycling tubes or a company searching for multi stream recycling bins for its offices; our knowledgeable and friendly team have years of experience to help you find the right solution and products for your waste collection, storage and recycling needs.

We also do bespoke product modifications and have a record of consistently researching, developing and bringing new and innovative products to the market. Our current range of smart products mobilise the latest technology and continue to gain momentum and popularity transforming the future of the waste collection, management and recycling sector.

We are happy to supply orders of any value across both B2B & B2C channels , from a single wheelie bin to multiple container loads of bins. To see our full range visit: www.britishbins.co.uk Or if you have an enquiry please call us on : +44 208 776 8957.

Cemetery Development Services



Cemetery Development Services

Our extensive depth and breadth of knowledge and experience of cemetery, crematorium and mausoleum feasibility, design and development, along with the technical expertise in groundwater risk assessments and drainage management, has made Cemetery Development Services one of the leading international brands. We combine creativity with sound technical expertise.

With a single point of contact, this experience allows us to manage your entire project from inception to implementation and development completion.

Following many successful planning applications, CDS have developed a strong team to accommodate the growing demand for new crematoria and have numerous projects at various stages of the planning and development.

Drainage in cemeteries is complex due to the physical, environmental and practical constraints. CDS are specialists in solutions to surface and groundwater problems.

It is a statutory requirement that measures are taken to protect groundwater from potential pollution sources. CDS can ensure that all authorities who operate cemeteries will be compliant with the latest groundwater protection legislation

We are a team of highly qualified field surveyors, engineers and designers with strategically partnered architects and construction consultants offering an unrivalled service.

Our client base is both public and private and ranging from the smallest Parish to large Borough Councils across the country and in London.

We fully acknowledge the responsibility we have in creating beautiful places for the bereaved to visit for the future generations.

Contenur



We are proud to be back as a sponsor of this event and hope that everyone has a great awards evening. Our big news is that we're embarking on revolutionising the plastic wheelie bin market by building a state-of-the-art factory in the UK (starting Q4 2019). For 21 years we have traditionally imported product from our factories in Spain or Poland and now wish to underpin the security of supply for our customers creating additional capacity and more significantly, providing this at a local level in the UK.

We hope to continue to offer greater choice, value and reliability to councils in the face of an uncertain Brexit scenario and will be able to provide even higher levels of service and consistent supply as we take greater control of our manufacturing and growth in the UK market. We'll continue to offer the compliance, quality and sustainability commitments you'd expect from a global manufacturer but tailor our service to meet the bespoke needs of the UK market. In addition to this, we continue to increase awareness and market share of our Underground Refuse Systems. If you haven't been passed our stand over the last couple of days, please get in touch to find out more - we'd love to hear from you: marcus.machell@contenur.com

Edsential



Edsential is a Community Interest Company owned by Cheshire West and Chester Council and Wirral Council, which provide services to the Education sector.

We have been created with a private sector head and public sector heart – allowing us the freedom to compete, whilst using any surplus as a direct reinvestment in our services or to support projects in our schools.

We are a fervent supporter of the whole Educational landscape, assiduously combining the Power of Education with our unique passion, personality and perseverance to transform young people's lives. Our combination of core and broader curriculum services twinned with Whole School Services such as Catering, and Facilities Management enables the schools we work with to become more effective and more efficient.

As an organisation, we have developed a trio of values. We aspire to be:

1. Customer Focussed: We have a great understanding of and can pre-empt the needs of the Education Community. We also want to put our customers first.
2. Innovative: We look to constantly improve what we do and create innovative and niche solutions
3. Best Value Guarantee: We always aim to deliver the best value for money alongside the best quality.

By adopting and acting on these values we will ensure that together we will achieve our mission and we will be successful in the competitive market for school services.

Enevo

enevo

Founded in 2010, Enevo is a forward-thinking company with a vision to transform the financial, environmental and social impact of waste. By collecting and analysing data from refuse containers across the world, Enevo is able to create efficiencies and cut the cost of waste collection and incentivise recycling. Enevo simplifies, de-risks and optimises the waste management process, helping to make a sustainable waste-free environment a more achievable proposition.

Launched in the UK in 2014, Enevo has built a team with extensive experience in the Waste Management industry as well expertise in Smart Cities, Big Data and the Internet of Things. With a rising number of customers in the UK and across the globe, Enevo is expanding rapidly as customers increasingly choose the transparency & efficiency gains that data-driven waste management can deliver.

Fraser and Fraser



Fraser and Fraser marks 50 years of probate research

Over the course of 50 years Fraser and Fraser has built up an international network, an extensive public sector business and a wide-ranging portfolio of services. Not only does the firm work closely with legal professionals in areas such as asset search and property management, it has been appointed by councils, to search

for family members of deceased individuals.

Earlier this year the firm was crowned Paralegal Business of the Year in the National Paralegal Awards 2019, which is organised by the PPR (Professional Paralegal Register).

In recent years the probate research market has seen further changes. Whereas 20 or 30 years ago researchers might be tracking down distant relatives such as cousins once or twice removed, today they increasingly find themselves looking for near kin, such as brothers, sisters and children.

That development has been sparked by the rapid societal change in recent decades. While email and social media platforms may offer the technology to stay in touch, the reality has been different, with families increasingly vulnerable to break up and dispersion.

Against this demographic backdrop, the firm has also been a key player in calling for regulation of the probate research sector. It was instrumental in the establishment of the Association of Probate Researchers (APR), a voluntary, self-regulatory organisation established to protect both beneficiaries and solicitors from the activities of hobby genealogists and amateurs with little or no legal experience or expertise.

For more information about Fraser and Fraser, please visit www.fraserandfraser.co.uk or call 020 7832 1400.

Go Plant



FLEET
SERVICES

With more than 40 years industry experience and expertise, Go Plant Fleet Services is the UK's leading provider of fleet management solutions, contract and operated hire solutions and service and maintenance packages. We work in partnership with local authorities and many large private sector Companies.

Operating from a nationwide network of almost 50 depots and service centres and employing more than 800 expert staff we offer the widest coverage of any UK fleet provider. Our highly trained teams deliver a professional and reliable service you can rely on. All our vehicles are maintained to the highest of standards, each of the highest specification and in keeping with national emission regulations.

Aware of our environmental responsibilities, we look to provide fleet solutions encompassing both electric vehicles and alternative fuel solutions such as Gas To Liquid.

Our vision is "To be the UK market leading 'go to' specialist fleet provider for a safe, reliable and professional service" We believe our people make the difference and bring a level of expertise and experience of running our own major fleet into every job we carry out.

Contact marketing@gpl-hire.co.uk 01530 265000

Invotra



Invotra is a leading SaaS provider of enterprise intranet and portal solutions. Each day, 200,000+ people rely upon our secure software services. We power intranets for over 47% of UK Government civil servants, as well as providing for local authorities.

Since 2013, we have been solving a wide range of challenges specific to UK Government. In the process, we have established ourselves in several local authorities such as Stevenage Borough Council, Bracknell Forest Council, Reading Borough Council, The West Midlands Combined Authority and more, discovering and overcoming a variety of issues faced.

Invotra is an intranet that is designed to give employees a voice and provide them with everything they need to self serve, collaborate and work efficiently. We offer a toolset that gives you both control and flexibility, in a highly secure, scalable and accessible way.

Our services allow government to act as one. Local authorities such as the ones listed above have already benefited greatly from our quarterly PanGovernment meetings, in which each of our customers is invited to attend. Customers are encouraged to show their versions of their intranets to share best practice and learnings for all attendees.

Invotra also provides 'GOV.invotra', a portal that is a centralised area for all UK Government to converse with one another and the Invotra team. It allows our customers to connect with other government organisations and the people within them, providing a unique channel of communication, allowing the opportunity to benefit from each other's knowledge.



Kent Commercial Services

Commercial Services Group is one of the largest, local authority owned, trading organisations of its kind in the UK. Set up over 90 years ago by Kent County Council, we have grown organically to become one of the leading suppliers of products and services to local government.

Commercial Services Group has now undergone a period of further evolutionary development, creating a private limited company corporate structure, wholly-owned by the local authority, aligned to providing solutions to wider customer base and markets.

Our diverse group offering provides our customers and partners with a single source solution approach that provides purchasing efficiencies and economies of scale. Today we deliver:

- A product range of over 20,000 lines
- Access to and OJEU compliant supply chain of over 700 organisations
- A suite of over 90 support services

If your need is the review of a more complex nature, our team of commercial and procurement experts are on hand to consult and advise on successful operating models and the commercial viability of new ventures.

Our portfolio of support services and partnership models, including joint ventures, allow our customers and partners to discover new in-sourcing and commercial trading models, through a management of risk, a sharing of investment and a proven track record of delivering sustainable solutions. Being publicly owned means social value is at the core of everything we do and underpins our work ethos at every point.



Leaffield Environmental

Leaffield Environmental is a leading manufacturer of litter bins, recycling bins and high-quality road bollards.

We have been listening to local authorities needs for over 25 years which has allowed Leaffield to tailor designs and manufacture products that truly support waste and recycling teams across the UK.

The durability of our products is evident by the litter bins installed more than 15 years ago and still in use throughout London today.

We manufacture using advanced rotational moulding techniques that enable us to produce consistent, high quality, extremely durable products that meet or exceed customer expectations. These products can be produced in up to 100% recycled material* or corporate colours*. Plus many of our products support the facility for attaching promotional messages and / or personalised labels.

We have a 'quality culture' running throughout our business and have systems in place, certified to BS EN ISO 9001:2015, which ensure that our customers receive a consistently high level of quality and service.

As a BS OHSAS 18001:2007 accredited company we are acutely aware of our occupational health and safety responsibilities, along with those of our customers. We also operate an effective BS EN ISO 14001:2015 certified Environmental Management System and pride ourselves in playing a small part in helping others achieve the recycling requirements specified in that standard.

Leaffield also offers a recycling program* to recover outdated and redundant plastic products to offer local authorities a closed loop solution to meet their green credentials, contact us to find out more.

Plotbox



PlotBox is the international deathcare management solution that facilitates cemeteries in operating to world-class standards through integrated software and georectified mapping modules. The number and scope of problems this innovation solves, revolutionises the way deathcare facilities both operate and grow.

Contact Neil Sherrin at neil.sherrin@plotbox.io or 02825 821005

Salix



Salix Finance is a not for profit, publicly funded organisation which is dedicated to delivering interest-free loans for energy efficiency projects across the public sector in England, Scotland and Wales.

Salix is funded by the Department for Business, Energy and Industrial Strategy, the Department of Education, and the Scottish and Welsh Governments. Our aim is to improve public sector energy efficiency,

reduce carbon emissions and lower energy bills saving the public sector vital resources.

To date, Salix has funded over 17,000 projects with 2,300 public sector bodies, valued at £742 million. This is estimated to save the public sector over £164 million and reduce public sector carbon dioxide emissions by 788,272 tonnes annually.

These projects will lead to a substantial long-term reduction in carbon emissions across the public sector. Eligible organisations include higher and further education institutions, local authorities, schools and the NHS.

Salix provides funding for over 100 different energy efficient technologies. Popular technologies include LED lighting and lighting controls, boiler replacement, heating controls and insulation. Eligible areas of estate include schools, council offices, car parks, depots, computer and server rooms, street lighting, leisure centres and care homes.

Salix currently have funding available for new energy efficiency projects across England, Scotland and Wales. If you would like to find out more about our funding streams and whether your organisation may be eligible, please get in touch www.salixfinance.co.uk

Sports Art



SportsArt started in 1977 as a supplier of high-quality OEM parts for other manufacturers. After some time passed, it became apparent that the most effective and efficient way to build robust fitness products, that had a positive impact on the world, was to develop and produce them under its own brand. SportsArt has evolved into the green fitness company over its history by harnessing the belief that movement is energy and that our human energy can make

the planet a more sustainable place – one workout at a time. This vision set forth by founder, Paul Kuo, at the company's inception continues to fuel our mission to bring to market beautiful, smart, innovative products and technologies that play a role in sustaining the health of the planet and the people who reside on it. Additionally, SportsArt has a mission to manufacture all fitness products as environmentally friendly as possible. As an ISO-14001 certified factory, SportsArt is committed to bringing innovations to the fitness industry in a way that continually strives to reduce the overall environmental impact of its business activities and a carbon footprint reduction to its consumers. The heart of SportsArt's core values comes to life with the ECO-POWR™ Line of energy-producing cardio equipment that captures and converts up to 74% of the user's workout energy into usable electricity. With the ability to turn traditional fitness facilities into net positive human power plants, SportsArt is striving to create a fitness industry that turns every workout into usable, clean and renewable energy.

The Fleet Auction Group



As a strictly trade-only vehicle remarketing company, with full on-going traceability and best practice at its heart, The Fleet Auction Group is the ideal partner for the defleeting and remarketing of all your Local Authority assets.

Our 'Local Authority' partners wholly endorse our exclusive trading policies. Those public sector vendors who have chosen to use our unique facilities recognise that we are at the cutting edge of asset disposal. They reinforce that we are simply in tune with our public sector vendors. We have a dedicated auction for All Local Authority Cars, Light Commercial & Heavy Commercial Vehicles, WAV, Bus, Coach, Plant, Machinery and Grounds Maintenance Equipment.

'Best Value'. Our results driven philosophy ensures that the fleets we partner achieve consistently high residual values, high conversion rates and a fast return of net funds – and all backed up by accurate reporting and 'good old fashioned' customer service.

Ideally situated in the centre of the country, our purpose built complex offers full de-fleet facilities including multi-media office suites, vehicle storage, refurbishment and a multitude of 'routes to market' that you would expect from a company that is 'setting standards to lead the industry'.

'Best Practice'. Our unique ethical trading stance will ensure onward traceability and accountability for every vehicle sold: we are the only Auction that operates a strictly 'Trade Only' policy. We do not accept cash payments and all our buyers hold a valid VAT registration number and a verified bank account. By using our facilities you're Fleet or Transport Manager effectively erases Corporate Social Irresponsibility and the risk of a cash buyer using a false name purchasing your ex-fleet vehicle and using it in a potentially high risk Trojan horse situation.



UNISON

UNISON is Britain and Europe's biggest public services union with more than 1.3 million members. Our members are people working in the public services, for private contractors providing public services and in essential utilities. They include frontline staff and managers working full or part time in local authorities, colleges, schools, the NHS, the police service, energy industries, transport and the voluntary sector.

UNISON provides negotiating and bargaining support for our 650,000 members who work in local government. This includes people working for local councils, schools, and private companies.

Being part of UNISON means you have the full weight of the UK's leading trade union behind you.

As a campaigning organisation, UNISON stands for quality public services, delivered by a well-trained, highly-motivated, decently-rewarded workforce. We believe that cutting back public service spending and putting services in the hands of private companies through privatisation puts all our communities at risk and is not the most effective use of public money.

UNISON is speaking up for public services and for the people who provide them, campaigning at a national, regional and local level to make the case for properly-funded and publicly-provided services. Our branches and members are at the forefront of a whole range of campaigns with this one common theme – to protect the public services that local communities rely on.

If you are interested in joining UNISON please go to: <http://www.joinunison.org/>



Yotta

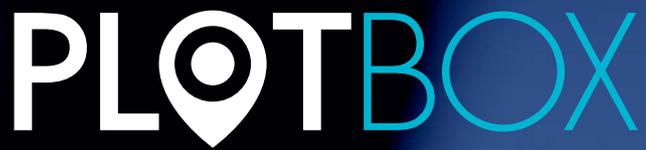
Yotta is a leading, global connected asset management software and services provider. It empowers organisations to make better, more informed decisions by ensuring its customers' systems, assets and people are connected, and the data they produce is structured and captured to provide operational, as well as strategic insight.

Innovation is at the heart of everything Yotta does and data drives the company forward.

Yotta understands its customers' needs and provides them with revolutionary connected asset management solutions, utilising its industry-leading software and consultancy services.

The company's cloud-based asset management platform, Alloy, equips clients with data visualisation, powerful workflow management tools, enterprise-strength and user-specific capabilities. Connected assets lay the foundation for the future of smart cities and Yotta's software and services represent a 'new era' of connected asset management.

For more information, please visit the company's website at www.weareyotta.com



Austin
Belfast
Boston
San Francisco

028 2582 1005
www.plotbox.io

Cemetery Management Reimagined.

So what is PlotBox?

PlotBox is the international deathcare management solution that facilitates cemeteries in operating to world-class standards through integrated software and georectified mapping modules. The number and scope of problems this innovation solves revolutionises the way deathcare facilities both operate and grow.

To find out about our range of packages or to book a demo, please contact:
cemetery@plotbox.io