

apse seminars

APSE Scotland Building, Housing and Renewables Seminar 2015

12th - 13th February 2015 at Hilton Dunblane Hydro



Programme: day one

09:00: Registration, Tea/Coffee and Exhibition Viewing

09:45: **Welcome and introduction**

Speaker: Councillor Les Sharp, Leader of the Council, Clackmannanshire Council

09:50: **Session one: Political debate - The future of housing in Scotland and the role of local authorities**

The panel includes:

- Patrick Harvie MSP, Scottish Green Party
- Alex Johnstone MSP, Scottish Conservative Party
- Mike MacKenzie MSP, Scottish National Party
- Michael McMahon MSP, Scottish Labour Party
- Councillor Peter Barrett, Scottish Liberal Democrats

11:00-11:30: Tea/Coffee and Exhibition Viewing

11:30-12:45: **Session two: Strategic developments - How Councils are meeting demands for Council homes**

Scottish Government Affordable Housing Supply Programme 2015/16

- Funding available for 2015/16 and beyond for Council new builds and off the shelf purchases of low cost home ownership and social rent
- New Council house building using funding - detail on application process and successes
- Overall impact of the scheme to date

Speaker: Caroline Dicks, Housing Supply Division, Scottish Government

Building new homes with added community benefits: our journey to 2017

- Delivering the largest Council house new-build programme in Scotland with our private partners
- How we are effectively meeting our diverse housing needs
- Apprenticeship and employment opportunities for local people and businesses

Speaker: Alistair Shaw, Head of Housing, Construction and Building Services, West Lothian Council

Ambitious for the Borders - meeting demand through the National Housing Trust for mid-market rent

- Expanding tenants options beyond the social rented sector and the private market
- Working with Scottish Futures Trust and piloting mid-market tenure in Scottish Borders
- Delivering on the promise of 100 new affordable homes every year until 2017 and beyond

Speaker: Gerry Begg, Housing Strategy Manager, Scottish Borders Council

12:45-14:15: Lunch and Exhibition Viewing

14:15-15:15: **Session three: Renewable energy & energy efficiency - helping to tackle fuel poverty**
Tackling fuel poverty in social housing in Scotland - The role of renewable energy and energy efficiency

- Appraising the option for renewable energy and energy saving
- Examining different models and approaches
- Building community engagement in renewable energy

Speaker: Mark Bramah, Director, APSE Energy

The Community Energy Saving Programme (CESP) - The journey to Stockton

- GoWarm Parkfield is the biggest private housing CESP in the UK
- Delivering a free package of whole-house energy efficiency solutions to our most deprived wards that raised the average SAP rating of the homes from 42.6 to 68.7
- The lasting impact on the area in terms of regeneration (e.g. revitalising communities, job creation)

Speaker: Mike Chicken, Manager of Built and Natural Environment, Stockton-On-Tees Borough Council

15:15-15:45: Tea/Coffee and Exhibition Viewing

15:45-16:30: **Session four: Apprenticeships panel question and answer session**

Former apprentices Q+A discussing how to get the most out of your apprenticeship (and your apprentices)

- Paul O'Brien, Chief Executive, APSE
- Ronnie Dempster, Head of Technical Services, DG First, Dumfries and Galloway Council
- Douglas Ferguson, Supervisor, Fife Council

Chaired by: Kenny Gillespie, Property and Asset Manager, Falkirk Council

16:30: Exhibition Viewing

19:00: Pre-Dinner Reception

19:30: Annual dinner (sponsored by CMS Windows) and Apprentice of the Year Awards (sponsored by CMS Windows and Mears)



Programme: day two

09:30-10:00: Registration, Tea/Coffee and Exhibition Viewing

10:00-11:00: **Session five: Workshops**

A) Building & Housing Services

Come along and have your service issues resolved through debates with colleagues on topics such as first time fix, stores, voids and non-access for gas safety checks. Chaired by APSE Associate Colin McInnes.

B) Interactive Energy Zone

Director of APSE Energy Mark Bramah will be running an interactive **Renewables Services** session aimed at developing energy strategies based on your local authority's needs. Mark will also be on hand to answer any questions you may have about APSE's Local Authority Energy Collaboration and the current projects being undertaken in this area.

11:00-11:30: Tea/Coffee and Exhibition Viewing

11:30-13:00: **Session six: The future of in-house service delivery**

This session will feature a short and sharp approach to innovation and improvements with 10 minute presentations followed by a Q+A session

"Now you see it now you don't". Train your in-house team to make problems vanish (Cosmetic repairs)

Speaker: Paul Rainey, Contracts Manager - Maintenance, South Lanarkshire Council

The Council with no housing stock: A different approach to service delivery

Speaker: Wallace Galloway, Service Manager, Dumfries and Galloway Council

The partnership between property services and procurement - how to get the most out of procurement

Speaker: Kenny Gillespie, Property and Asset Manager, Falkirk Council

"Mapping out our future needs". Making planning your service needs more graphic (Corporate property gazetteer)

Speaker: Dougie McMillan, Business Development and Support Manager, South Lanarkshire Council

13:00-14:00: Lunch & exhibition viewing

Speaker profiles



Patrick Harvie MSP
Co-Convener, Scottish Green Party

Patrick Harvie has served as a regional MSP for Glasgow since 2003 and is Co-Convener of the Scottish Green Party. Patrick is a member of the Economy, Energy and Tourism Committee, and speaks for the Greens on Finance & Sustainable Growth, Justice and Health. He was a member of the Yes Scotland Advisory Board and represented the Scottish Greens on the Smith Commission on Devolution. Patrick's Rent Rights campaign is calling for reforms to the private rented sector.



Michael McMahon MSP
Member for Uddingston and Bellshill,
Scottish Labour Party

1977 to 1992 - welder at Terex in Newhouse, Motherwell, 1992 to 1996 - Glasgow Caledonian University B.A. (Honours) degree in Social Sciences; Politics and Sociology. 1996 to 1999 - socio-political researcher. Elected to Scottish Parliament in May 1999. (Convener) Welfare Reform Committee 2012 to present, (Convener)

Public Petitions Committee 2003 to 2007, Local Government Committee 1999-2003, Local Government and Transport Committee 2003 to 2007, Subordinate Legislation Committee 2011 to June 2012, Finance Committee 2011 to 2015, (Convener) Cross-Party Group in the Scottish Parliament on Palliative Care, (Convener) Cross-Party Group on Disability, (Convener) Cross-Party Group on Pakistan, Cross-Party Group Health Inequalities, Parliamentary Aide to the First Minister Rt. Hon Jack McConnell. 2001 to 2003, Chief Whip Scottish Parliamentary Labour Party 2006 to 2008, Shadow Cabinet Secretary for Parliamentary Business August 2008 to 2009, Shadow Cabinet Secretary for Local Government October 2009 to Dec 2011, Shadow Minister for Housing and Welfare 2014 to present.



Alex Johnstone MSP
Spokesperson for Housing,
Scottish Conservative and Unionist Party

Alex Johnstone was born in Stonehaven and farmed in the Mearns prior to entering full-time politics as a Member of the Scottish Parliament in 1999. Alex has served as Convener of the Scottish Parliament's Rural Affairs Committee and as Conservative Business Manager as well as party spokesman on Farming, Environment, Transport and Climate Change. He is currently Conservative Spokesman for Housing, Welfare Reform, Infrastructure and Capital Investment and a member of the equivalent Scottish Parliament Committees. Alex is motivated by a strong desire to protect Scotland's place in the United Kingdom. Recognising the difficulties which the current economic crisis may cause the housing and construction sector, Alex has set out to find solutions which are not dependent on public sector funding.



**Mike MacKenzie MSP,
Member for Highlands and Islands,
Scottish National Party**

Mike ran a building business from 1983 until he was elected in 2011. He believes that businesses should put something back into the communities they operate in. He is passionate about retaining traditional craft skills and has trained a number of apprentices most of whom have won prizes. He trained Argyll and Bute's first female joiner who went on to become a lecturer in an FE college. In 1997 he was a founding director of Eilean Eisdeal, Easdale islands community development company, which is one of the most successful community organisations in Argyll and Bute and has done occasional consultancy work for other communities on a pro bono basis.



**Councillor Peter Barrett,
Perth and Kinross Council**

Peter Barrett is Leader of the Scottish Liberal Democrat Group on Perth and Kinross Council and Leader of the Lib Dem Group on CoSLA.

Peter is a former Convener of the Housing and Health Committee, 2007-2011 and vice convener 2003-2007. He kick-started the Council's new build program, led the transformation of the Council's Homeless Service, modernisation of its Allocations Policy and drove the Council's efforts to eliminate fuel poverty through home insulation schemes for 1000s of tenants and residents.



**Caroline Dicks, Acting Unit Head - Housing
Supply Division, Scottish Government**

Caroline is responsible for the overall programme budget and strategy for the Scottish Government's affordable housing supply programme. This has a target to deliver 30,000 new homes over the current Parliamentary term and an annual budget of up to £400m. She joined the Scottish Government in 2008 having previously been a Community Regeneration Manager for South and West Glasgow with Communities Scotland. This post involved working with a wide range of partners in the City initially through the Social Inclusion Partnership Boards and later through the local Community Planning Partnerships.



**Gerry Begg, Housing Strategy Manager,
Scottish Borders Council**

Gerry started his housing career in 1980, on student placements with a number of organisations, and then Hanover[Sc] HA, followed by Dundee District Council doing a range of jobs covering private sector housing, housing management, capital programmes, strategy and policy, and area regeneration. Next came a move to Fairfield Trust in Perth as Planning Manager and then Director, before another move to Edinburgh as Director of Hunters Hall Housing Cooperative. 1994 brought a move to Scottish Borders as Strategy and Planning Manager at Roxburgh District Council and then a number of similar posts culminating in his current post as Housing Strategy Manager.



**Alistair Shaw, Head of Housing, Construction
and Building Services, West Lothian Council**

Alistair started his career in the private sector and then joined the Planning Service of Stirling District Council in 1976 where he spent the next ten years in a variety of posts covering Planning,

Economic Development and Local Regeneration working in the Raploch area.

He joined West Lothian in 1986 and has worked primarily in the fields of Economic Development and Area Regeneration before being appointed as Head of Community Planning and Regeneration in 2007, and then Head of Area Services in 2010.

Alistair is past Chair of the Institute of Economic Development has served on the Boards of Voluntary and professional bodies. He is currently a member of the ALACHO Executive.

Alistair was appointed to his current post of Head of Housing Construction and Building services in October 2012.

Alistair said: "This is an exciting time to lead Housing, Construction and Building Service with the Council's commitment to building 1000 new houses and to strengthen our partnership with tenants to improve services, especially through the challenges of welfare reform."



**Mark Bramah, Director of APSE Energy,
Association for Public Service Excellence**

Mark Bramah is the Director of APSE Energy, APSE's exciting and innovative local authority energy collaboration which was set up from April 2014 with 41 local authorities from Aberdeen to Southampton in membership. The aims of APSE energy are to support councils to deliver the local municipalisation of energy services and in doing so address social objectives and deliver community benefits, such as a reduction in fuel poverty and increases in jobs and skills; and save money and make money for local authorities to safeguard local services. Prior to taking up his new post, Mark was the Assistant Chief Executive of APSE and successfully managed APSE's traded services

(Performance Networks, APSE solutions and APSE Training) for the past 10 years as well as delivering a range of research projects for APSE. He was instrumental in setting up the Knowledge Transfer Partnership (KTP) a 3 year funded ESRC research programme between APSE and De Montfort University.



**Ronnie Dempster, Head of Technical Services,
DGFIRST, Dumfries and Galloway Council**

Ronnie Dempster has worked with Dumfries and Galloway for 36 years. Ronnie started his career as a Technician Apprentice working on local roads and on the old A74 dual carriageway. On completion of his apprenticeship, he continued his career journey within the Road Maintenance Service/Direct Labour Organisation before developing the Councils In-house Contracting Organisation as Divisional Manager. In 2002, Ronnie became Group Manager for all front line service delivery – Roads and Winter Maintenance, Grounds maintenance, Burial Service and Waste Collection and Cleansing Services and trading services. In 2009, he was appointed as Head of Service for Road Maintenance, Neighbourhood and Contracting Services within the Councils Delivery Organisation, DGFIRST. This has further developed into the Head of Technical Services delivering all trading services, including Building Maintenance, Training and Engineering Services. During his time with Dumfries and Galloway, Ronnie has been involved with the Council's Response during the Lockerbie Air Disaster, the Lead officer in response to Foot and Mouth and numerous other emergencies from the big floods to major snow and storm events.



**Paul O'Brien, Chief Executive,
Association for Public Service Excellence**

Paul O'Brien is the Chief Executive of the Association for Public Service Excellence (APSE). Based in Manchester, APSE has 250 local authorities in membership.

Paul has represented APSE on the Scottish Executive Health and Physical Activity Council, the Office of the Deputy Prime Ministers, Strategic Partnership Taskforce, Trading and Charging working party and the Local Government Procurement Forum. He is currently the independent facilitator of the Northern Ireland Local Government Reform Joint Forum.

Paul is a columnist with the MJ magazine and regular contributor to numerous local government publications. He is currently a member of the Guardian's Local Government Network Advisory Board. He was also a board member on the partnership between APSE, IDeA and LGIU which delivered the ODPM's National Councillor Mentoring Programme.

Paul was previously APSE's Principal Advisor (Scotland), and has over 30 years' experience in local government.



Douglas Ferguson, Supervisor, Fife Council Building Services - Former Scotland and UK APSE Apprentice of the Year Winner

Douglas joined Fife Council Building Services in 2005, on their popular apprenticeship programme, training as a gas technician. During the four year apprenticeship whilst developing in the trade, Douglas experienced success with both APSE Scotland and UK awards. Following qualification he secured continuing employment as an engineer with Building Services, gaining valuable industry experience in commercial and domestic installations. In his current position as Mechanical Supervisor, Douglas is involved in projects ranging from adapting and improving Fife Council's schools and public building stock to the new build affordable housing programme.



Paul Rainey, Contracts Manager - Maintenance, South Lanarkshire Council

Paul Rainey started his employment in Local Government as an Apprentice with Strathclyde Regional Council in 1980. In the late eighties he

moved from trade operative into his first supervisory role, his progression up the managerial ladder continued up until re-organisation in 1996 where he transferred across to South Lanarkshire Council. He has worked throughout his career within the maintenance division and is currently Contract Manager at South Lanarkshire, responsible for managing a £27m repairs budget on an annual basis which is delivered by approx 470 members of staff.

Other speakers include:

Mike Chicken, Manager of Built and Natural Environment, Stockton-On-Tees Borough Council

Kenny Gillespie, Property and Asset Manager, Falkirk Council

Colin McInnes, Management Consultant (APSE Associate), Lidare Consultancy Services

Wallace Galloway, Service Manager, Dumfries and Galloway Council

Dougie McMillan, Business Development and Support Manager, Housing and Technical Resources, South Lanarkshire Council

APSE would like to thank:



***Sponsors of the Annual Dinner
and the APSE Building and
Housing Apprentice Awards
(Non-Trade Category)***



***Sponsors of the APSE Building and
Housing Apprentice Awards
(Trade Category)***

Exhibitors

AC Gold

Aico Ltd

Bekaert Ltd

Bott Ltd

CMS Window Systems

Graham: The Plumbers'
Merchant

ImmerSUN (4eco)

Jewson

Mears Group Plc

RapidReach (Enera)

Yale UK



AC Gold Energy are committed to building a sustainable future. We constantly seek innovative, effective ways to employ renewable resources giving the maximum benefit to our clients and the wider community.

Our clients range from one off domestic consumers to large scale commercial customers and even long term contracts and council framework agreements. We supply and install biomass renewable heating technologies, solar PV arrays and perform a wide array of electrical and facilities management services. Each job is different and so is each customer. The thing that never changes is us. We focus on customer care and exceeding customer expectations. Whatever you project is we have the expertise to provide the right solution tailored for your needs.

AC Gold is a forward thinking organisation committed to introducing innovative renewable energy technology solutions to help tackle issues such as fuel poverty and community energy schemes. With a focus on environmental sustainability, social responsibility, technical proficiency and customer satisfaction, AC Gold is setting the standard in a vital, ever-growing marketplace.



Aico is a market leader in residential fire protection, pioneering new technologies, offering high quality smoke and Carbon Monoxide (CO) alarms and this year are celebrating 25 years of quality and innovation. Our team will be able to offer you all the advice you need on alarm selection, installation and maintenance.

This year Aico will be launching AudioLINK, our new technology that will enable you to get real time data on Carbon Monoxide levels in your Tenants homes – saving time, saving money and saving lives! AudioLINK technology takes the alarm memory function to a new level of usability with detailed, easy to understand and extract, real time read outs.

It's also a great opportunity to find out more information on the new Ei414 Fire/CO Alarm Interface which links Aico smoke and CO alarms with Telecare/Warden Call systems ensuring the highest level of fire detection and support in fitted where it's needed most.

Aico prides itself on offering full support at every point of the installation process. We have personalised Regional Specification Manager to help select the correct systems and alarms at design & specification level and a training scheme for installers to make sure that all the all the alarms and accessories are fitted correctly. After this there is on-going support from the Technical Department at Head Office.



Bekaert is a world market and technology leader in steel wire transformation and coatings. Bekaert is a global company with headquarters in Belgium, employing 27 000 people worldwide. Serving customers in 120 countries, Bekaert pursues sustainable profitable growth in all its activities and generated combined sales of more than €4 billion in 2013. Bekaert products are used in all kinds of industry sectors – automotive, energy & utilities, agriculture, consumer goods and construction - to name a few.

In the UK, Bekaert supplies leading brands such as Brickforce and Stucanet (formerly known as Rendalath) for construction in the refurbishment and new build sectors. All Bekaert products are supported with comprehensive technical services and customer support team based out of our Sales Office in Bradford.

For the public sector social housing sector, Stucanet has been used successfully for refurbishment and in new build applications for more than 45 years. In 2015, Bekaert will be re-introducing the successful Polylath external wall insulated render system which is designed specifically for retrofit thermal upgrading of 'hard to treat' social housing. Bekaert continues to develop successful partnerships with major social housing providers across the UK, pursuing best value solutions together for the construction and maintenance of social housing stock.



Bott is a market leader manufacturer of in-vehicle racking systems. We have over 80 years of industry experience and are the partner of choice for many of Scotland's Local Authorities. High quality and excellent service come as standard when you choose Bott.

A new lightweight in-vehicle modular racking system is now available for the Scottish Market. Bott Vario, the result of a three year multi million pound development programme, offers industry leading functionality, coupled with sleek modern aesthetics. Bott Vario's flexibility means that it can be easily installed into any vehicle and it is suited to a vast range of industry sectors. In addition to Vario, Bott has also released another new range - Bott Uno. This range has been designed to offer a robust and affordable alternative to traditional wooden racking systems. Uno is constructed from a durable steel design, comes with a comprehensive range of accessories and is competitively priced. We have previously completed work for many of Scotland's local Authorities including, Glasgow City Council, Falkirk Council, Aberdeen City Council, Perth and Kinross Council, Renfrewshire Council, Highland Council and Fife Council.



CMS is an industry leading building envelope contractor providing low carbon, energy efficient PVCu, timber hybrid and aluminium windows, doors and curtain walling and internal/external wall insulation.

Our headquarters lie within an impressive 15-acre modern manufacturing and recycling facility in Castlecary, North Lanarkshire. We also have additional recycling facilities in Fife where we currently employ in excess of 200 full time staff.

We provide 360° energy improvement solutions to an impressive range of clients across the UK including local authorities, main contractors, housing associations, utility companies and professional specifiers.

Our commitment to product quality and customer care has ensured the continued success of CMS over recent years, leading to us recently being named as a top 20 PVCu manufacturer in the UK.

We are proud to be a single source option to our many clients, providing a comprehensive range of services from design, manufacturing, installation and aftercare - all managed through a single source to provide greater efficiencies.

Our combination of experienced, skilled professionals, the latest manufacturing technology and rigorous service standards has seen CMS work across some of the largest housing investment programmes, both new and retrofit builds across the UK.



Plumbing, Heating, Heating Spares, Bathrooms, Renewables

Graham is well known throughout Scotland and the North of England as a plumbers' merchant with an excellent reputation and strong market presence. Operating nationally across the UK from a network of over 200 branches we are able to offer over 250,000 plumbing, heating, bathroom, and renewable energy products, including brands from the industry's leading manufacturers. During 2012 we implemented our new marketing initiative where we positioned our branches to provide our customers with customer service that is clearly the "best local". With a relentless focus on providing class-leading customer service, and a substantial core product range, we have developed a customer base that extends from local plumbing and heating engineers, through to national builders, contractors and Local Authorities. As part of the Saint-Gobain Building Distribution Group we are able to link with our sister brands such as Jewson, and CTD, enabling us to offer complete materials supply solutions to customers from all sectors of the market. Our focus on providing innovative solutions has seen great success in developing supply chain partnerships with various Housing Associations, procurement groups and specialist maintenance contractors operating within the housing sector. Corporate responsibility, sustainability and respect for our environment play a key role in our business philosophy, and our day to day activity. Our parent organisation, Saint Gobain, is recognised as being

a major global driving force in these areas, and it is pleasing to see that commitment recognised with several industry awards. Graham has developed a comprehensive product range to meet the increasing demands for renewable energy and environmentally beneficial products. In conjunction with our customers, we have developed product packages and delivered innovative solutions to meet their renewable energy product needs. With dedicated, professional sales teams working in the domestic, commercial and Public Sector markets, supported by well trained staff in our extensive branch network, we demonstrate a proven record of supply chain excellence over our 75 year history. Graham has the solution for all of your plumbing, heating, heating spares, bathroom, and renewable energy product needs.



As one of the UK's fastest-growing environmental technology companies, 4eco is passionate about helping homeowners to save money, reduce energy bills and protect the environment.

The result of a renewable dream to make the world a greener place, 4eco manufactures a clever gadget that allows users to increase the use of renewable energy – the immerSUN.

Sleek, sophisticated and self-sufficient, the immerSUN works in tandem with microgeneration technologies, such as PV panels and wind turbines, to divert green energy directly to an immersion heater, storage heater, and/or electric underfloor heating. This prevents renewable energy from being exported to the national grid and can therefore reduce an average energy bill by over £250 annually. Already installed in over 22,000 properties nationwide, the immerSUN

leads the way in next-generation energy-saving technology. In fact, since its introduction in 2012, the clever device has helped the nation to self-consume the same amount of energy that a small power station would generate every year. But that's not all. Alongside being able to work with all microgeneration systems, the immerSUN is able to monitor fluctuations at a rate ten times faster to the nearest battery-powered competitor. Proprietary truSINE™ Pulse-Width Modulation (PWM) control technology completely removes any risk of overload by keeping the delivered power as a true sine wave, regardless of any power spikes. What's more, patented technology ensures that the device meets each and every international EMC compliance standard – a claim which unfortunately cannot be made by 80% of the other devices on the market. Helping users to reduce reliance on the grid, increasing the efficiency of microgen systems and ensuring that green energy is used around the clock – the immerSUN is truly a revolutionary renewable technology.

JEWSON

Jewson has been the UK's leading supplier of sustainable timber and building materials for the last 179 years, and 2015 is a special year with our parent group Saint Gobain celebrating 350 years of trading – testimony to our stability and ability to adapt to changing markets.

Within Scotland, Jewson have an unrivaled network of 66 branches with a strong ethos of delivering service excellence working in close partnership with Public Sector organizations. Jewson is committed to working with

procurement organizations, including Scotland Excel and has a real focus on understanding and supporting procurement guidelines and Scottish Government objectives. Our focus on providing innovative solutions has seen great success in developing supply chain partnerships with various Housing Associations, Procurement Groups and Specialist Maintenance Contractors operating within the housing sector. Our customers enjoy personalized contract management, bespoke core product ranges, same day delivery offer, and electronic trading packages together with detailed management information to suit their needs. These customer benefits allow Jewson to be a true 'Value For Money' partner enabling us to work in partnership with customers to deliver their objectives and value engineer if required.

Jewson offers the widest range of quality materials and products from everyday core essentials to the latest sustainable product and process innovations, and our professional and knowledgeable team continues to provide the highest levels of customer support. In addition to timber and building materials, Jewson also has specialist joinery, insulation, tool hire, brick, kitchen and bathroom, roofing and civils centres, to support our customers. We work closely with our sister brands including, Graham Plumbers Merchant, CTD Tiles, and George Boyd Architectural Ironmongery specialists ensuring that Jewson has a lot more to offer!

MEARS

Mears is the leading social housing repairs and maintenance provider in the UK and a major presence in the domiciliary care market.

Mears today employs almost 17,000 people in every region of the UK. In partnership with our social housing clients, we maintain, repair and upgrade the homes of hundreds of thousands of people in communities from remote rural villages to large inner-city estates.

Our care teams throughout the UK provide support to around 25,000 people a year and our care service is continually expanding to meet the increasing needs of our elderly population and other vulnerable people living in our communities.

Our business is founded in local communities where we deliver the highest standards of care to people, their homes and their environment. Our approach is to develop partnerships with employees, clients, tenants and the wider community. Our success enables us to create opportunities for existing and new employees. We focus on long-term outcomes for people rather than short-term solutions and invest in innovations that make a positive impact on people's quality of life and on their communities social, economical and environmental well-being.

Mears celebrated its 25th anniversary in 2013 and is the first private sector contractor in the housing industry to win the highly credited government Customer Service Excellence standard.

RAPIDREACH®

RapidReach is one of the world's leading emergency notification solutions. It is provided by one of only a few truly global notification tool providers, Enera.

Enera was established in 1991 and provides emergency notification solutions to some of the world's leading companies in nuclear, petrochemical,

pharmaceutical and transportation sectors, not to mention defence and government agencies.

In an emergency the right people need to be contacted, whether they are customers, employees or members of the public. RapidReach ENS guarantees secure, fast delivery of your message using a simple interface. Just as importantly, RapidReach produces vital management information during and after the event to ensure that you have the right resources to tackle an emergency in a timely manner. You can also store documents, make conference calls and integrate with other systems if you wish.

Whether relaying information only, or requesting specific responses in an emergency situation, RapidReach dramatically improves the speed and accuracy of emergency notifications, reduces the risk of human error and most importantly, allows your personnel to focus on the situation at hand - to save lives, protect assets and the environment.



At Yale, we have the expertise and product range to protect homes and possessions. We pour passion and pride into our products, making sure our innovative solutions lead the way in home security. With a vast range of products from digital locks to alarms, cylinders, mortice locks and nightlatches to replacement PVCu locks, it's no wonder that we have been producing the world's favourite locks since 1843.

The APSE facilitated Local Authority Energy Collaboration involves a group of local authorities who are looking to work in collaboration to forward the following vision:

"To form an effective collaboration of a large number of local authorities to enable and facilitate the local municipalisation of energy services. By this we mean the public and community, as well as private, ownership and managerial control of local energy generation, distribution networks and delivery of energy efficiency works. Local authorities working together in this way would have great influence and would be able to deliver economies of scale in green energy to promote economic growth and combat fuel poverty."

The goal of this collaboration is to deliver the local municipalisation of energy services and in doing so address social objectives and deliver community benefits, such as a reduction in fuel poverty and increases in jobs and skills, save money and make money for local authorities to safeguard local services. The vision and goals show that a wider view of energy is being considered and its link to Council services at local level. The benefits of achieving the vision include: localised energy supplies increasing energy security and resilience to energy price fluctuations, achieving energy decarbonisation goals, resolution of social issues associated with energy costs such as fuel poverty, local economic benefit via income generation and increase in jobs and skills within the green energy sector and turning local authority energy, carbon and renewables targets into delivery.

Membership of APSE Energy is open to all U.K. local authorities and public bodies (e.g. housing associations, Trusts, Arms-length Companies). Membership will be discounted to all local authorities and public bodies who are also members of APSE.



Pick up a copy of our Energy Prospectus at the APSE Registration Desk.

Don't miss Mark's Interactive Energy Zone workshop on day two of the seminar

Director of APSE Energy Mark Bramah will be running an interactive **Renewables Services** session aimed at developing energy strategies based on your local authority's needs.

Mark will also be on hand to answer any questions you may have about APSE's Local Authority Energy Collaboration and the current projects being undertaken in this area.

The session starts at 10am on Friday morning.

Contact:

Mark Bramah - Director of APSE Energy

Phone: 0161 772 1810

Email: Mbramah@apse.org.uk

Website: www.apse.org.uk