



**SCOTTISH AGM
FRIDAY 15 JUNE 2018**

City Halls, Old Fruitmarket,
Glasgow



ASSOCIATION FOR PUBLIC SERVICE EXCELLENCE

Annual Report by Secretariat: Scotland Year in Review 2017/18

OVERVIEW



- Advisory Groups
- Scottish Conferences
- Briefings
- APSE Services
- Advocacy

ADVISORY GROUPS



- Each group has had 4 meetings over the course of the year
 - This includes the service specific conferences
- Secretariat has continued to actively vary the location of meetings to encourage as many Councils as possible to attend
- Well received presentations from a variety of speakers
- Mixture of presentations and discussion agenda items
- Attendance has been good across the board
 - Reaching 40 plus in some cases

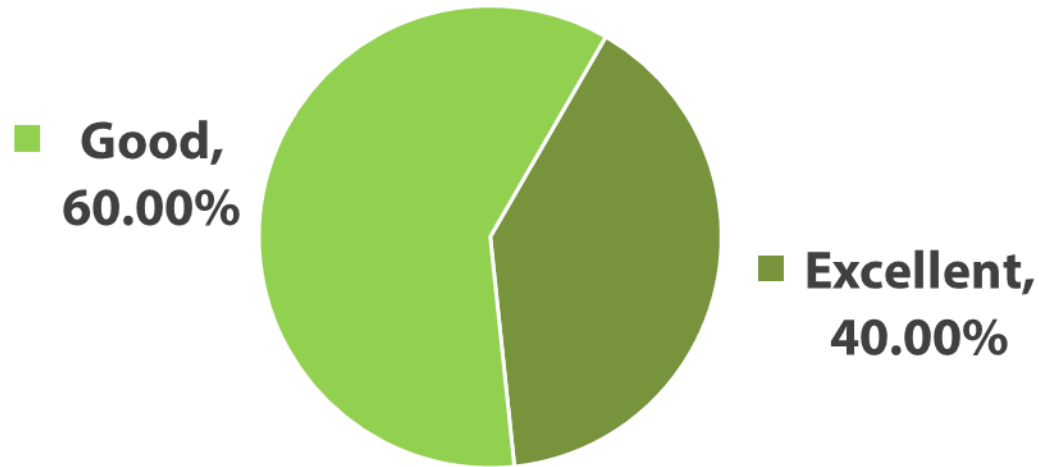
SCOTTISH CONFERENCES



- Three service specific conferences
 - Fleet, Waste & Grounds (May)
 - Soft FM (November)
 - Building & Housing and Renewables (February)
- Continuing look at ways we can enhance/ develop conferences
 - Promotion/ Programmes
 - Key speakers/ topics
 - Length of conference and days conference itself held
 - Different conference venues and layouts
- Obtaining feedback from both delegates and exhibitors
 - Advisory group meetings
 - Feedback in person at the event itself
 - Evaluation forms (Delegate/ Exhibitor)

SOFT FM 2018

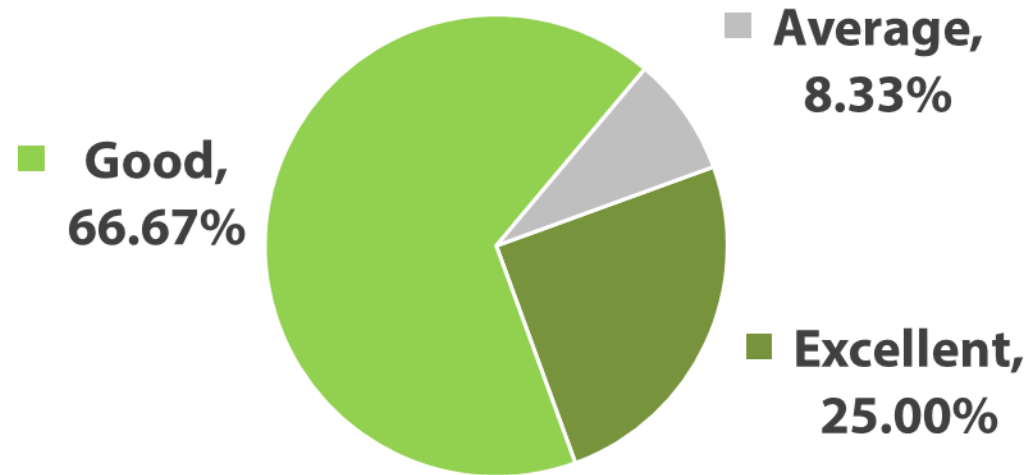
HOW DID YOU RATE THE SEMINAR OVERALL?



- **“As usual enjoyed the opportunity for networking and all presentations / discussions informative”**
- **“Well established event and the facilities are great”**

BUILDING, HOUSING AND RENEWABLES 2018

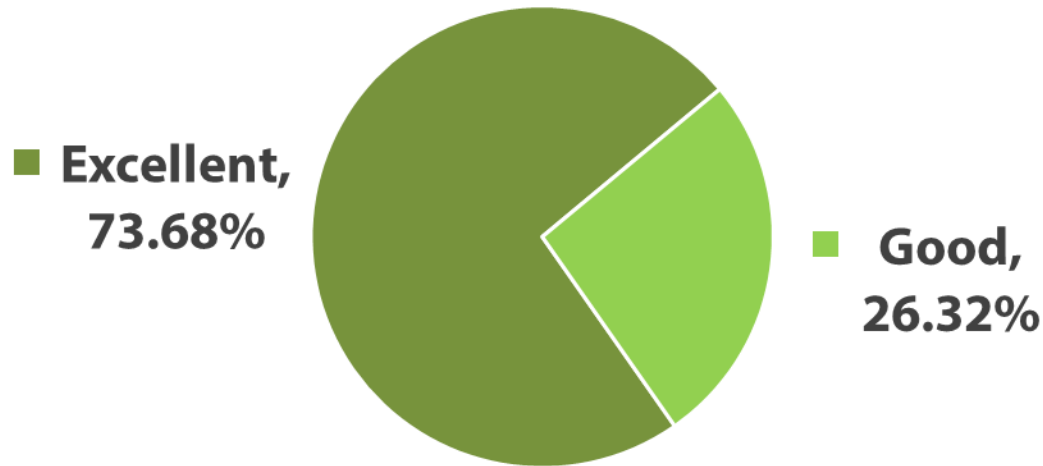
HOW DID YOU RATE THE SEMINAR OVERALL?



- **“A very informative seminar which was very enjoyable”**
- **“Organisation of these events is one of APSE’s strengths”**
- **“The event was as good as is always the case”**
- **“[The hotel is] well placed for travel by car and no problem getting a parking space**
- **“As usual the APSE staff were very helpful as was the hotel”**

FLEET, WASTE & GROUNDS 2018

HOW DID YOU RATE THE SEMINAR OVERALL?



- **“Another extremely well organised and presented event”**
- **“To the usual high standard, well organised, great venue and weather”**
- **“Very well set out and easy to get around all of the exhibition. Managed to find all the contacts I had set out to speak to”**
- **“A good range and mix of exhibitors which crosses all 3 sectors”**
- **“The awards are well presented, the speaker George was entertaining”**
- **“Street food idea fantastic along with the sun”**
- **“Lovely hotel, good food and great surroundings”**

TWITTER

Antony Stringwell
@AStringwell

Follow

Pleasure to represent [@LeedsParks](#) at this fantastic apse event! Thank you [@apseevents](#) [#civicenterprise](#) [#apseaviemore](#)



APSE events @apseevents

Next up Tony Stringwell of Leeds City Council provides delegates with information on their Parks service approach to civic enterprise [#apseaviemore](#)

transcover
@transcover

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Proud to be showing another VCover at the [#apseaviemore](#) show c/o [@RenaultTrucksUK](#) and [@PalfingerUK](#) [#waste](#) [#skiphire](#)



Colin at Transcover
@MrCoverlover

Follow

A nice day to visit [#apseaviemore](#) - the original [@transcover](#) V-Cover on stand with Logan Inglis [@Hiabglobal](#)



IVECO UK
@IVECOUK

Follow

It's a beautiful day here in Aviemore and the IVECO team are excited for the day ahead for the [@apseevents](#) conference! Make sure you come and say Hello! [#apse2018](#) [#apseaviemore](#) [#IVECOUK](#) [#Scotland](#)



bott
@Bott_Ltd

Follow

Visiting [#APSE](#) Scotland Fleet, Waste & Grounds Seminar this week?

Why not pop by, meet our team & explore our demo vehicles on display. [#APSEAviemore](#) [#Fleet](#) Find out more about our vehicle conversion service: goo.gl/Mg4Bv8



Dawsonsgroup | sweepers
@Dawsonssweepers

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Are you at [#APSEAviemore](#) this week?

Make sure to go check out our VT651 on the [@JohnstonSweep](#) stand!

Also, our Sales Executives Brian and Ben will be around the show to tell you more about how Dawsonsgroup can aid your fleet requirements!



Sentinel Systems
@reversesafely

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Great day at [#apseaviemore](#) come and meet the team for a chat and preview of our latest products. [@apseevents](#)



LINKEDIN



Peter Dugdale

Southern Regional Sales Manager at Brit Tipp LTD
1w

It's looking like it's going to be another Sunny day in Aviemore. If you are visiting APSE please come and have a look around our display vehicles. You can't miss us. We have a high specification Fuso Canter caged tipper and an Iveco Daily 7.2t GVW steel / aluminium tipper which we produce for Iveco's factory Driveaway programme. **Daniel Haynes** and I will be on hand to demonstrate the benefits of Brit-Tipp bespoke bodywork

Brit-Tipp Ltd, from design to delivery... 1t to 22t gross vehicle weights.



"there's more to us than just tippers"
Caged Bodywork, Dropsiders, Flatbeds,
Luton and Curtainsiders, Box Vans, Bevertails,
Traffic Management Bodywork, Tail Lifts and Cranes



Anna Strasser

Utility & Municipal Manager Iveco UK -LCV Business Line
1w

IVECO headline sponsors **APSE - Association for Public Service Excellence** this week in Aviemore. We have a fantastic line up of vehicles: Daily Natural Power, Daily 7.2 Tonne, Daily RDE Ready and the new Stralis X-Way. As always sustainability is at the heart of everything we do and our environmental credentials are fully on display here in the highlands. **#Iveco #sustainability**



Richard Fairrie

Mulching Flail Mowers • Agricultural Single and Multi Spindle Rotary Mowers • Batwin...
1w • Edited

APSE Meeting and Seminars in Aviemore this week

#Muthing #Reform #Shibaura

All well represented by our Scottish Dealer

#DoubleATradingCompany

Looking forward to having a good conversation with a few Local Authorities in Scotland



Derek MacPherson

Sales Manager at Groenvelde Transport Efficiency
14h

Groenvelde Lubrication Solutions Interlube UK The Timken Company Another successful show at Apse Aviemore, showing Groenvelde and Interlube products **#manufacturer #OEM #youreffiencyisourchallenge**



Jaama Ltd
428 followers
6d

+ Follow

The sun is out in Aviemore for day two of the APSE Scotland Fleet, Waste and Grounds Seminar, be sure to pop by our stand for a chat!



Neil Higgins

Business Development Manager at Banlaw vehicle safety systems 360 Backeye camera...
5d

I would like to thank everyone who came to see our on board Safety kits at the Aviemore fleet show, 2018 .

Neilhiggins@banlawsystems.com



Meghan Harris

Accounts Manager at ACL Hire Limited
1w

Come and visit **ACL Hire Limited** at APSE Scotland Fleet, Waste and Grounds seminar 2018! 15th - 18th May 2018 Hilton Coylumbriidge, Aviemore - It's going to be a cracker!



SCOTTISH CONFERENCES cont'd



Building & Housing Apprentice Awards 2018

- Alan Smith, East Lothian Council (1st Year Trade Category)
- Calum Love, Fife Council (2nd Year Trade)
- Alan Webster, West Lothian Council (3rd Year Trade)
- Graeme Baird, Aberdeen City Council (4th Year Trade)
- Rhona Tait, Shetland Islands Council (Non-Trade)



SCOTTISH CONFERENCES cont'd



Margo Blair Award 2018

- City of Edinburgh Council (Winner)
- East Ayrshire Council
- Falkirk Council
- Fife Council
- North Lanarkshire Council



SCOTTISH CONFERENCES cont'd



Striving for Excellence Gold Awards 2018

- Fife Council (Fleet Category)
- East Lothian Council (Parks, Grounds & Streets Category)
- East Renfrewshire Council (Waste & Recycling Category)



BRIEFINGS



- 18-21 Code of Practice on Litter and Refuse (Scotland) 2018
- 18-20 Welfare Foods – a consultation on meeting the needs of children and families
- 18-19 Litter Management on the Trunk Road Network
- 18-18 The State of Health Care & Adult Social Care in England 2016/17
- 18-17 Use of Social Media in Local Government – State of the Market 2017
- 18-16 ALARM survey 2018 and 5-year comparison of survey results
- 18-15 State of the Market 2018 – Cemeteries and Crematorium
- 18-14 State of the Market 2018 – Street Cleansing and Streetscene
- 18-13 Amendments to the eligibility criteria for free school meals
- 18-12 Housing First
- 18-11 State of the Market 2018 – Local Authority Parks and Green Spaces Services

BRIEFINGS



- 18-10 Eligibility for free school meals and the early years pupil premium under Universal Credit – Government consultation response
- 18-09 Developing the Young Workforce Annual Progress Report
- 18-08 Scottish Energy Strategy
- 18-07 Cemeteries and Crematoria Trend Analysis 2016-17
- 18-06 Trading Standards Trend Analysis 2016-17
- 18-05 Environmental Health Trend Analysis 2016-17
- 18-04 Parks and Open Spaces Trend Analysis 2016-17
- 18-03 Street Cleansing Trend Analysis 2016-17
- 18-02 Post Carillion Contractor Insolvency and EU Procurement Rules
- 18-01 Scottish Government Consultation on Electoral Reform

APSE SERVICES - SOLUTIONS



APSE Solutions offers expertise in:

- Income generation
- Demand management
- Interim management

Interim managers available across: catering, commercial development, energy, environmental services, facilities management, finance, highways, housing, human resources, leisure and tourism, performance management, procurement, street cleansing, transport and others.

APSE SERVICES - TRAINING



Event	Date	Venue
Leading safely (safety for senior executives)	02/08/18	Glasgow
Developing a customer focused service culture	22/08/18	Glasgow
Developing and delivering a commercial strategy	28/08/18	Edinburgh
Supervisory skills for team leaders in frontline services	29/08/18	Glasgow
Resilience (Why do we need to become more resilient?)	30/08/18	Glasgow
Highway Liability	28/09/18	Glasgow
ICCM – The Bereavement Journey	30/10/18	Glasgow
The Circular Economy	31/10/18	Glasgow

APSE SERVICES – **PERFORMANCE NETWORKS**



- New Performance Networks software database still under construction by CAMMS to make it easier to report and analyse data
- Market operations will be added as a new service area in 2017-18, developed in collaboration with NABMA
- Trading standards module has been rolled out on a UK-wide basis following a successful pilot
- Corporate services benchmarking is underway in Northern Ireland to meet the needs of Part 12 of the Local Government Act

APSE SERVICES – **PERFORMANCE NETWORKS**

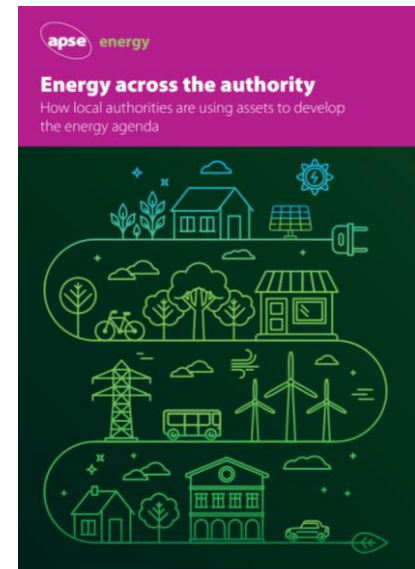
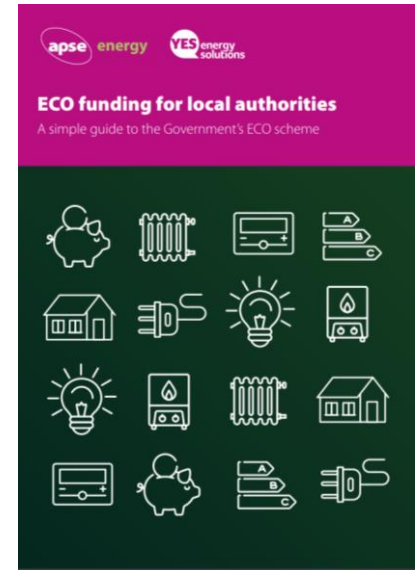


- Working with a range of organisations nationally on benchmarking initiatives (Defra, Department for Communities and Local Government Litter Strategy meetings, Zero Waste Scotland, SCOTS)
- LAMS quality inspections for cemetery and crematoria grounds are launching soon. An App for LAMS is being developed using GIS location and photo evidence for inspections which eliminates manual input
- Process benchmarking projects still underway within the Scottish groups including: Building & Housing, Roads & Highways, Transport & Mechanical and Parks, Grounds & Streets

APSE SERVICES - ENERGY



- 77 local authority members (16 Scottish members)
- APSE Energy Scotland Summit – 2nd and 3rd October 2018 in Central Scotland
- Other events are upcoming on benchmarking energy costs, energy services companies, and investing in solar and battery storage
- New APSE Energy publications 'Energy across the authority' (March 2018) and 'ECO funding for local authorities' (April 2018)
- APSE Energy consultancy is available by contacting Phil Brennan, Head of APSE Energy (pbrennan@apse.org.uk)





ADVOCACY

- MSPs participating in APSE fringe events at party conferences
- Responding to Scottish Government consultations
- Member of SWITCH forum
- Member of CoPLAR steering group
- Lobbying Scottish Government on behalf of our membership
- Representation at:-
 - Society of Chief Officers of Environmental Health in Scotland (SOCOEHS)
 - Society of Chief Officers of Trading Standards in Scotland (SCOTSS)
 - Society of Chief Officers of Transportation in Scotland (SCOTS)
 - Scottish Resources Conference 2017
 - Scottish Political Party Conferences



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