

apse

service awards 2015

Thursday 3 September 2015

Annual dinner and service awards programme

THE MJ

In association with the MJ





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Photographs from tonight's awards may be requested free of charge via email at enquiries@apse.org.uk

For details on how to enter the 2016 service awards, contact Laura McNab
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Evening programme

- 19:00 Pre dinner drinks reception
- 19:30 Annual dinner commences
The APSE Annual dinner will be accompanied with Welsh opera star Elgan Llyr Thomas
- 20:45 Comfort break
- 21:00 APSE Annual Service Awards 2015
Hosted by Sian Lloyd
- 22:00 Evening entertainment commences
-

Note of thanks

APSE would like to thank the elected members and officers of Swansea City and County, and to the APSE National Chair Cllr Arwyn Woolcock and APSE National Secretary Martin Nicholls for their help in bringing this event to Swansea.

Charity raffle

Tonights charity dinner is in support of APSE's corporate charity Parkingson's UK. Please give generously.

Service award categories and sponsors

Best Employment & Equality initiative

Kindly sponsored by Unison



Best Housing, Regeneration or New Build Initiative

Kindly sponsored by Geason



Best Efficiency & Transformation Initiative

Best Health & Wellbeing Initiative

Kindly sponsored by Unison



Best Public/Private Partnership Working

Kindly sponsored by UX Energy



Best Public/ Public Partnership Working

Best Entrepreneurship, Income Generation or Commercialisation initiative

Best Community & Neighbourhood Initiative (inc. Community Safety)

Best Innovation or Demand Management initiative

Kindly sponsored by Toltec



Best Renewable Energy or Energy Efficiency Initiative

Kindly sponsored by Walker Morris



Best Service Team: Construction & Building Service

Best Service Team: Catering Service

Best Service Team: Building Cleaning & Facilities Management service

Best Service Team: Highways, Winter Maintenance & Street Lighting service

Kindly sponsored by Multihog



Best Service Team: Transport & Fleet service

Kindly sponsored by DAF



Best Service Team: Waste Management & Recycling service

Kindly sponsored by Enevo



Best Service Team: Street Cleansing & Streetscene service

Kindly sponsored by Big Belly Bins



Best Service Team: Parks, Grounds & Horticultural service

Kindly sponsored by Amazone



Best Service Team: Cemetery & Crematorium service

Kindly sponsored by Teleshore Group



Best Service Team: Sports, Leisure & Cultural Service

Kindly sponsored by CSSC



Overall council of the year in service delivery

Kindly sponsored by Multihog





APSE Solutions is APSE's in-house provider of consultancy and interim management to local authorities.

Contact: Andy Mudd - amudd@apse.org.uk

APSE Performance networks is the UK's largest voluntary local authority benchmarking service, allowing for effective performance measurement across a range of vitally important front-line public services.

Contact: Debbie Johns - djohns@apse.org.uk

APSE Training: Our aim is to provide the learning, skills and development opportunities for you to achieve your potential and become a better manager of local services and provider of local solutions.

Contact: Jan Kennedy - jkennedy@apse.org.uk

APSE Energy: Our vision is to form an effective collaboration of a large number of local authorities to enable and facilitate the municipalisation of energy services.

Contact: Mark Bramah - mbramah@apse.org.uk

A Guide to the finalists

Best Employment and Equality Initiative

City and County of Swansea

Beyond Bricks and Mortar

The City and County of Swansea's Beyond Bricks and Mortar initiative was established to add value to the County's procurement and generate new training and employment places for long term unemployed and economically inactive people in the locality. Through its regeneration agenda, social benefit clauses within contracts were used to set targets for contractors. A range of training and employment places have been created, many resulting in sustainable opportunities for people who had previously been unable to find work.

City of Bradford Metropolitan District Council

Get Bradford Working

Get Bradford Working is Bradford Council's employment and skills investment programme. Designed to transform the lives of our citizens, the impact has been impressive. We have created new jobs, helped over 1,000 people find and retain jobs, and boosted the local economy. The positive outcomes from the programme so far have ensured that momentum continues to gather with businesses, funding partners and, most importantly, the people of Bradford District, by changing the lives of some of our most disadvantaged residents.

Greater Manchester Fire and Rescue Service

Manchester Cathedral and Greater Manchester Fire and Rescue Service Employment Partnership

Given purpose, pride and hope, our volunteers are equipped for lifelong employment through a scheme that places value in them as individuals. Our partnership was borne out of a recognition that long term unemployment is the most significant factor linked to a range of negative life experiences for individuals. We combine innovative, person-centred support with real-life volunteering to improve confidence and build vital key skills. Most importantly of all, we are sanction-free. Our volunteers are there of their own Volition.

North Lanarkshire Council

North Lanarkshire's Working – 5000 into Work

In February 2012, and in the face of record unemployment levels, North Lanarkshire Council set itself the ambitious target of securing employment for 5000 unemployed residents while supporting local businesses over the next 3 years. The resulting programme, North Lanarkshire's Working Youth Investment Programme, was aimed at all age groups but prioritised securing sustainable employment for young people. By March 2015 this target was exceeded by getting over 5200 unemployed residents into employment.

Stockport Homes

B4Box

Stockport Homes and B4Box have worked together to develop a ground-breaking construction training and accreditation scheme that's providing full time employment and careers in construction for people far removed from the labour market.

Stockton-on-Tees Borough Council

Matty's Bistro

Matty's Bistro is an innovative partnership project led by Stockton-on-Tees Borough Council working with the hardest to reach NEET young people who have few or no qualifications. Participants spend 3 months working in a commercial kitchen with a professional chef getting a taster of all aspects of the catering industry and a level 1 or a level 2 qualification. To date, over 70% of the trainees have progressed into employment or training following their participation in Matty's Bistro.

Best Housing, Regeneration or New Build Initiative

Cherwell District Council

Build!® BUILD ~ RENOVATE ~ INNOVATE

In 2012 Cherwell District Council created Build!® Self-Build Development Programme.

Build!® is delivering:

- Diversity and choice in the local housing market
- Regeneration of brownfield sites
- Access to affordable home ownership
- Local employment and training
- Sustainable homes and sustainable communities

Cherwell's 'pilot' programme of 250 homes is proving so successful that Cherwell is scaling the programme through Graven Hill in Bicester, which, with outline permission for up to 1900 plots is set to be the UK's largest self-build scheme.

Glasgow City Council

2014 Commonwealth Games Athletes' Village

The Commonwealth Games Athletes' Village in Dalmarnock, Glasgow provided accommodation for 6,500 athletes and officials in the summer of 2014. Now, it is providing 700 homes for rent and sale, and a 120 bed care home. It is designed and constructed to the highest environmental and building standards, including a district heating system and Combined Heat and Power (CHP) plant. The Village was delivered on time and budget for the Games and highlights the ongoing regeneration of Glasgow's East End.

Kirklees Council

The Empty Clusters Project

When government published their 2011 report 'Laying the Foundations', and made £50m available to council's challenged by concentrations of empty homes, a literal interpretation of the criteria simply would not have worked in Kirklees. Thinking outside of the box, we made a compelling case to fund the refurbishment of empty commercial heritage buildings, and bring these back into use as attractive town centre homes – an approach which is now transforming our towns, and creating quality homes for our residents.

North Ayrshire Council

Regeneration of Sheltered Housing Unit Woodgrove, Dreghorn

The Refurbishment of Woodgrove Sheltered Housing Unit has provided the village of Dreghorn with a modern housing complex to meet the needs of the local ageing population. The project has resulted in a leading example of best practice providing tenants with homes with modern amenities and much improved levels of energy efficiency. The scheme has been carefully designed to allow tenants to receive appropriate health and social care support. The exterior of the building has been remodelled to provide an attractive development with fully landscaped garden areas.

North Tyneside Council

North Tyneside Living PFI'

North Tyneside Council took a bold move with its first PFI housing project to completely transform its entire sheltered housing stock, providing 924 modern apartments / bungalows across 26 sites.

'We shape our buildings, thereafter they shape us' (Winston Churchill, 1943)

Our ageing population presents one of the most extraordinary social transformations that has characterised and continues to characterise society today. People are now living longer and the increase in elderly citizens represents one of the biggest social challenges for local authorities.

Nottingham City Homes

Five new homes for Nottingham

Eddleston Drive, Clifton, Notts – Nottingham City Homes Commercial Services - Redevelopment of an old communal garage site within the confines of Eddleston Drive Clifton. A small and difficult 'infill' site, set within an existing community of mixed social and private properties, redeveloped into five brand new, highly energy efficient family homes. This was our first such development and was wholly self-funded, project managed and built by our existing in-House DLO within Nottingham City Homes.

Oxford City Council

Extended HMO Licensing Scheme

In 2010, Oxford City Council was the first in England to license all privately rented Houses in Multiple Occupation (HMOs). This pioneering scheme has seen thousands of inspections and successful enforcement cases taken place. The result: safer houses, complaints halved and increased compliance. Innovative approaches evolved to encourage compliance, including offering lower fees, accreditation and 2-year licences to the best landlords, whilst charging non-compliant applicants more. We look to continue the programme's success to further raise HMO standards in Oxford.

West Lothian Council

Arrears Task Group

West Lothian Council's Housing, Construction and Building Services was faced with unprecedented rent arrears during 2013/14 as a result of welfare reforms and cost of living increases faced by our tenants. At an early stage we understood the potentially devastating impact upon some of our most vulnerable tenants, and that this would significantly impair their ability to pay their rent. It was imperative that we deliver an innovative partnership-led response to mitigate the worst effects on those most in need.

Best Efficiency and Transformation Initiative

Aylesbury Vale District Council

The AVDC Cloud IT Strategy

AVDC is a Local Authority early adopter of Cloud IT. This is enabling it to deliver the flexibility in IT Service Delivery required in a period of significant change, facilitating the flexing of IT provision to meet customer needs while providing an “Anytime Anyplace Anywhere” IT Service at reduced cost.

East Ayrshire Council

The Route to Success

East Ayrshire Council has definitely found the ‘Route to Success’ by achieving overall savings of over £1 million in its delivery of School, Social Services and Community Transport while at the same time using innovation, sustainability and partnership working, which are enhancing and delivering a service that continues to focus on meeting the needs of children, families and vulnerable users alike.

Fife Council

Improvements in the delivery of fleet maintenance management

Fleet is an expensive element of a local authority’s costs in delivering its front line services and in 2012 Fleet Operations challenged historic practices in endeavours to modernise the delivery of fleet management and maintenance and demonstrate ‘best value’. The challenge was to transform fleet management, fleet servicing and maintenance and ensure that changing customer requirements were met and introduce efficiencies that could deliver savings to the Council budget.

Greater Manchester Fire and Rescue Service

Community Risk Intervention Teams

Greater Manchester Fire and Rescue Service (GMFRS), North West Ambulance Service (NWAS) and Greater Manchester Police (GMP) have introduced innovative new teams to reduce demand for services by providing holistic prevention activities in the homes of those most at risk; whilst also responding to life threatening and high volume, low priority calls on behalf of NWAS and GMP. The Community Risk Intervention Teams have already saved lives and improved the quality of life for vulnerable people in Greater Manchester.

Plymouth City Council

The Transformation of Plymouth City Council’s Waste Services

Plymouth’s Waste Services have been transformed by embracing co-operative values. Stakeholders have been given opportunities to co-design change and co-produce services, resulting in above-target savings of over £1.5 million over a three year period. At the same time this approach has placed the needs of customers and partners at the centre of provision, leading to improved outcomes and enabling the service to play a key role in promoting social inclusion and supporting others.

South Gloucestershire Council

Managing the Transition to LED street lighting

The Council has determined that LED streetlighting is an innovation that will assist in achieving the corporate targets for energy and CO2 reduction. The streetlighting team evaluated the LED replacement options through its innovative Whole Life Cost Evaluation Model (WLCEM). This model takes a holistic view, encouraging the alignment of corporate objectives with operational capabilities. The outcome being a 10 year lantern replacement initiative that manages the transformation of the team and asset, maximising efficiencies and minimising unintended consequences.

South Staffordshire Council

Transformation Delivery Plan – Our Platform for Efficiencies and Income Generation

In a challenging financial climate it came as no surprise that as an authority we needed to make some significant savings. When we were presented with a savings target of £2.2million over four years (28% reduction) we took on the challenge and instantly outlined ways we could achieve it – in the form of the Transformation Delivery Plan (TDP) 2011 – 2015. We acknowledged that success of this plan was essential if we were to become 'masters of our own destiny'.

Telford and Wrekin Council

Parish Environmental Teams

Telford and Wrekin Council have created an innovative programme (Parish Environmental Teams) that transforms services, enhances standards and protects jobs whilst still offering Council efficiencies and addresses youth unemployment. The scheme gives greater control of how services are delivered to Parish Councils, creates Apprenticeships and offers corporate savings and efficiencies. Providing a sustainable approach to managing services in the future, through promoting Partnerships, and giving Young People the skill they require to develop and contribute in the industry.

Wolverhampton City Council

100:100 Programme

The objective of Wolverhampton City Council's 100:100 programme was to deliver 100 steps towards becoming a Confident, Capable Council in 100 working days. Building on the principle that small ideas can make a big difference, 100:100 sought employee suggestions about new ways of working to help transform the council, improve efficiency and increase employee engagement. By the end the programme a total of 112 ideas were implemented.

Best Health and Well-Being Initiative (including Social Care)

Broxtowe Borough Council

Living Well with Dementia in Broxtowe Borough

Dementia Friendly homes, awareness training, a 'Dementia Café', partnership working with the local NHS Clinical Commissioning Group and early interventions schemes; are just a few of the projects that are helping to fight the growing impact of Dementia in Broxtowe Borough. Keeping people in their homes longer, supporting the vulnerable, simple changes and a better understanding of dementia is of lasting benefit, reduces the cost of social care and ensures that people in the borough can 'live well with Dementia'.

City of Edinburgh Council

Raising Children With Confidence

Raising Children with Confidence (RCWC) is a training programme which aims to improve parents/carers understanding about positive mental health and emotional well-being and how to better promote it in themselves and their children. It has empowered over 1500 parents/carers across Edinburgh to make the changes necessary to support their own and their children's mental health and improve relationships within families.

Devon Partnership NHS Trust / Devon County Council

Neighbourhood Health Watch (NHHW)

Neighbourhood Health Watch (NHHW) is a new voluntary model building on the highly successful Neighbourhood Watch approach. Neighbourhood Health Watch brings together the NHS, Police, Fire & Rescue and the Voluntary Sector to enable communities to work together to support one another's health and wellbeing needs. Neighbourhood Health Watch has enabled other statutory sectors to access and support vulnerable, isolated people and has provided police and ambulance services with alternatives to keep care at home.

East Riding of Yorkshire Council

Innovatively situating Health and Well-being at the heart of the East Riding Leisure Service

Driven by rising obesity levels and general inactivity East Riding Leisure has been championing a 'partnership' with East Riding Public Health and the University of Hull. This has resulted in ground-breaking lifestyle change workstreams used in national case studies. The 'partnership' has developed unique customer centric processes consistently making a real difference to people's lives. This winning formula has contributed to improving health and Council Corporate priorities whilst reducing the net cost of the East Riding Leisure Service.

London Borough of Havering

Integrated care coalition, keeping people out of A & E

Making a real difference for people with high levels of frailty to allow them to get the right treatment and care when they need it in their own homes where at all possible. With one of London's oldest populations, it was essential to work together to prevent health and social care crises for our most vulnerable groups, including preventing unnecessary hospital attendance and admission. Over 10,000 people have already benefitted from a very new and different style of personalised care.

Mansfield District Council

Better Together – Hospital Discharge Scheme

The Better Together Programme brings together all health and social care organisations across Mid – Nottinghamshire to review and shape future health and social care services. With citizens at the heart of the thinking, stakeholders are working together developing innovative partnership solutions that deliver improved outcomes at a lower cost. Mansfield District Council, Sherwood Forest Hospital Trust, and Nottinghamshire County Council have worked together to creatively develop a collaborative partnership that ‘puts people first’, managing the challenges whilst delivering better outcomes.

Stockport Metropolitan Borough Council

Life Leisure Avondale Specialist Health Hub

A revolutionary new concept that challenges the traditional fitness environment to engage the most disadvantaged and under-represented populations in the borough to bring about improved quality of life and overall life chances.

Vale of Glamorgan Council/ Cardiff and Vale UHB

Integrated Locality - Improving access to health and social care

The project has successfully developed a new customer and patient Contact Centre (CCC) for social care and health community services. The centre provides an easily accessible single point of access with accurate signposting, clinical triage and initial assessment for all new cases. It has a multi-disciplinary workforce located within it which provides a key component towards fully integrating locality social care and health teams/services. The service aims to ensure all service users and patients are directed to the right service, first time.

Waverley Borough Council

Waverley Easy Move Initiative

Waverley Borough Council’s Easy Move scheme helps older and vulnerable tenants who are under-occupying to downsize to properties that better meets their needs. Additional benefits include freeing up larger homes for families whilst delivering a cost-effective solution to help reduce the need for older people to access high level care services. Improvements in the health and wellbeing of older tenants have been reported and highly positive feedback has been received for the support given by the Easy Move Officer.

Best Partnership Working Initiative (Public / Private Partnership Working)

Cheshire East Council

Alderley Park - Delivering Science for Life

With AstraZeneca announcing the relocation of the majority of their R&D activity from Cheshire to Cambridge at a cost of £245m per annum to the local economy, Cheshire East Council acted as a driving force in mobilising public/private stakeholders across the sub-region. In 12 months the Council has been instrumental in coordinating a new partnership, leveraging £100m of private investment and creating 260 jobs. Crucially, the partnership has expanded into a longer term partnership to strengthen the sub-region's life science sector.

City of Edinburgh Council

Edinburgh 12

The Edinburgh 12 has been developed by the City of Edinburgh Council to progress delivery of 12 of the city's strategic gap sites; in so doing potentially supporting up to 28,000 construction jobs and a further 20,000 upon completion. The initiative's success is through partnership working and the Council has worked with the property industry to create a range of high value support services designed to encompass all Council services ensuring consistent and high level engagement with the development community.

City of York Council

York Independent Living & Travel Skills (YILTS) Service

The York Independent Living & Travel Skills (YILTS) Service continues to support students with a full range of special educational needs & disabilities (SEND) aged 11 to 25 and now, adults with learning difficulties and / or disabilities (LDDs). These clients are trained to become independent travelers rather than rely on council-funded taxi transportation.

Devon and Somerset Fire and Rescue Service

The Honest Truth

The Honest Truth is a road safety campaign designed to challenge the attitudes and behaviour of young drivers by telling them The Honest Truth about safer driving. It is a multi-agency partnership that was set up following a tragic collision that claimed the lives of three young people. The vision of The Honest Truth is simple: "To reduce anti-social driving and the number of 17 to 24 year olds killed or seriously injured on the roads."

Glasgow City Council

2014 Commonwealth Games Transport Partnership Working

One of the key elements to delivering 'the best Games ever' was an effective multi-agency transport partnership, which helped move record numbers of people. Early planning of the 2014 Commonwealth Games highlighted the importance of bringing together key transport stakeholders, both public and private sector, to increase co-ordination and deliver required improvements to transport services and facilities. This prompted the key transport stakeholders to establish the Transport Programme Board at Oversight Level and the Transport Co-ordination Centre at Theatre Level.

North Ayrshire Council

Team North Ayrshire partnership approach

The 'Team North Ayrshire' approach consists of public and private sector partners working together to ensure local businesses have access to the wealth of expertise and financial support available. This ground-breaking initiative was launched in November 2013 and is helping North Ayrshire businesses expand and create jobs. Since its launch Team North Ayrshire has gone from strength to strength, working directly with the top 150 companies which have been identified as having the greatest potential for growth.

Oxford City Council

World-class leisure services to enhance the quality of life of everyone living, visiting or working in Oxford

"From good to great". The Oxford City Council and Fusion Lifestyle Partnership has transformed leisure provision in the City from a high cost, poor quality provision with low levels of usage. Oxford communities now have sustainable, affordable and accessible leisure facilities they deserve that are as consistent if not 'Greater' than those offered by the private sector.

Portsmouth City Council

Portsmouth park and ride - Portsmouth City Council and First Hampshire, Dorset and Berkshire

Portsmouth's park and ride was built to support future regeneration and growth and protect the island city from increased traffic congestion. Working in partnership, Portsmouth City Council and First Hampshire, Dorset and Berkshire deliver a superb customer experience enabling drivers to travel stress free into the heart of Portsmouth for business, retail and leisure trips. The partnership has been so successful that, as it nears its first birthday, a new service to the shops and seaside at Southsea has been introduced.

Sandwell Metropolitan Borough Council

Investing in homes and in peoples' lives

Four main contractors more used to competing against each other in the highly competitive construction sector were asked by Sandwell Council to come together in an unprecedented spirit of collaboration to deliver a £72 million programme to improve 6,000 council homes. The Sandwell Housing Investment Programme Partnership which Sandwell Council and its four construction partners - Keepmoat, Lovell, VINCI Facilities and Wates Living Space - have developed is exceptional, key performance indicators are being exceeded, residents delighted and communities revitalised.

Best Partnership Working Initiative (Public / Public Partnership Working)

City and County of Swansea

Swansea Family Intervention Partnership Project

The Swansea Family Intervention Partnership Project (FIP) is the first Local Authority lead project of its kind in Wales. The project works with families responsible for perpetrating anti-social behaviour to try and modify their behaviour and reduce the threat of eviction or other sanctions. Partnership working is the heart and soul of this project and the success of the Swansea FIP project can demonstrate exactly what can be achieved through excellent partnership working amongst the public sector.

Conwy County Borough Council

Conwy Health Precinct

'Health Precinct' refers to both a place and a partnership concept where Health, Social Care and Leisure professionals work together developing and delivering innovative, evidence-based solutions to improve the health of citizens through the use of physical activity. Physical activity is applied as a positive intervention in the management of chronic disease, assisting rehabilitation from acute and chronic ill-health and as a preventative measure. The partnership supports citizens to move from medically supported therapy to independence and community based physical activity.

CORMAC Solutions Ltd / Cornwall Council

A successful Teckal based Partnership

This submission reviews how Cornwall Council, after taking the decision to become a "commissioning authority", considered its options for future service delivery, scoped those services and within a relatively short period of time, formed an Arm's Length company, CORMAC Solutions Ltd to deliver them. It explains how CORMAC decoupled from the Council and the progress CORMAC has made in delivering commercially driven growth as part of a public/public partnership, with mutual trust, open accounting and aligned goals at its core.

Dumfries and Galloway Council

The Short Term Assessment Reablement Service (STARS)

In 2008 a 'STARS' partnership between Dumfries & Galloway Council and NHS Dumfries & Galloway began with the objective of helping citizens who were ending up with packages of care regardless of their individual circumstances. Since the inception of this partnership the figures for achieving outcomes that matter to individuals through Reablement have been outstanding. In the past year the resultant National Progression Award qualification has been signed up to by Council/NHS partnerships in Stornoway, Glasgow, Lothian, Inverness and Lanarkshire.

North Ayrshire Council

Delivering an excellent partnership by reusing bulky waste and maximising resources

North Ayrshire Councils Waste Management Strategy 2012-2016 recognised that provision of new innovative services to prepare for reuse would be required to fit with the waste hierarchy, promote resource efficiency and meet Scotlands national Zero Waste Plan objectives. The reuse project aims to give furniture a new home, collect and divert residents reusable resources

including furniture/white goods from landfill, assist families to furnish their homes and provide circular economy employment and training opportunities for unemployed residents in North Ayrshire.

Northumberland County Council

Working in Partnership with Town & Parish Councils (T&PCs) to Improve Our Communities

'Nothing is perfect. Life is messy. Relationships are complex. Outcomes are uncertain. People are irrational' (Hugh Mackay). This sets the starting position for work undertaken by NCC in collaboration with parish and town councils to develop mutually beneficial working relationships. In changing and challenging times NCC set out to develop meaningful proactive dialogue with its 148 T&PCs, offering a more structured approach to understand the different issues that face local communities and working together to address them.

Perth & Kinross Council and Shaw Trust

Westbank Enterprises – “People Who Grow”

WE - Westbank Enterprises “People who Grow” is based in Perth. The Social Enterprise is a flagship partnership between Perth & Kinross Council and National Charity, Shaw Trust. WE supports young people and adults who are long term unemployed, have a criminal justice background or disability which acts as a barrier to employment. The employability model, managed as a sustainable business, is delivered through supplying high quality horticultural products and services for the Council, commercial and community customers.

South Northamptonshire Council

Securing £10m for transport infrastructure through effective partnership working

Despite being a rural District Council and local planning authority with no statutory highway function, South Northamptonshire Council has secured circa £10M towards highway infrastructure since October 2012 primarily through effective partnership working led by the unique resource of a dedicated transport officer. SNC was the lead commissioner for the Towcester Transport Study (2011) that provided the evidence to secure the £26.2M A5 Towcester A5 Relief Road. SNC also prepared the tender for the SEMLEP Transport Strategy (2014) that supported the SEMLEP Strategic Economic Plan (SEP).

South Staffordshire Council

i54

A £0.5 billion development by one of the world's most prestigious brands; hundreds of new, highly skilled jobs in an area hit hardest by the economic recession; and a unique partnership between three councils to deliver change, prosperity and economic hope for the future: this is the story of i54 South Staffordshire.

Best Entrepreneurship, Income Generation / Commercialisation Initiative

Aylesbury Vale District Council

The Engine Room and New Business Model

AVDC has created an innovative and unique 'Engine Room'. It is effectively a new capacity building resource comprising of a range of experienced staff from across the organisation. Their task is to redesign, recreate and initiate projects and practices that will achieve the necessary outcomes to survive in response to the dramatic cuts in government funding. The Engine Room is seen as the driver for delivering our approach to continued business transformation that we call our New Business Model (NBM).

Gedling Borough Council

How to Deliver an 'In-House' Innovative and Entrepreneurial Parks and Street Care Commercial Service

Gedling Borough Council (GBC), Parks and Street Care Service (PASC) forms part of the overall Direct Services department and was tasked in late 2013 with the need to become entrepreneurial whilst delivering innovation in its service delivery. Staff, in response to changes caused by the economic down turn undertook a service review to identify the opportunities for income generation, to ensure resilience through recession by delivering the commercialisation of their Parks and Street Care Services.

Nottingham City Council

Creation of a new DLO for Commercial Gas and Electrics – building on success of existing Highways DLO

Nottingham City Council is commercialising its services to meet the challenge of reduced Government funding. That approach has already generated £9m for the City per year. Our directorate has established a new commercial mechanical, electrical and energy team to develop a series of innovative schemes to support this agenda. The team generated £400k last year – this income supports vital services. Our ambitious plans working with internal partners will create an additional turnover of £19m a year – targeting a £1.6m annual surplus by year three.

Peterborough City Council

Empower Peterborough – Free Private Residential Rooftop Solar PV

Peterborough City Council entered into a unique and innovative and commercial Strategic Partnership with a social enterprise, Empower Community LLP in December 2014. The schemes primary focus, the first of its kind in the UK delivered by a Council, will be to deliver free residential solar PV to residents in the city and deliver a community benefit fund and income to the Council whilst offering some of the City's residents an opportunity to address fuel poverty issues.

Solihull Metropolitan Borough Council

Solihull Property Services Team Partnership

Solihull Metropolitan Borough's (SMBC) building and maintenance partnership demonstrates how commercialisation can benefit residents. SMBC's collaboration with Dodd Group and Graham FM has brought huge benefits to the Borough and beyond. Local employment, savings, customer satisfaction and improved performance by working as an integrated team. Most importantly are the benefits to the residents of the borough as this initiative funds front line services.

Stafford Borough Council

Pest Foot Forward

Vermin and pests harm wellbeing and damage commerce. Disease, infections, harm to infrastructure and risk to reputation are all consequences of pests. For most, a call to the local council used to be all that was needed to protect them. The new economic climate now means that many Councils no longer provide this once vital service. Stafford Borough Council and South Staffordshire Council now work together in a transformed pest service that is affordable, efficient and popular.

Warwickshire County Council

Franchising of Recycling Centre Re-use Shops

Warwickshire County Council has competitively 'franchised' the operation of re-use shops at its largely in-house operated household waste recycling centres. As well as raising millions of pounds for charity, the austerity-busting, landmark partnership is providing a sustainable income stream for the authority as well as diverting thousands of tonnes of material from landfill. Scaling up the Warwickshire re-use shops franchise model to the UK's remaining 1,056 recycling centres would generate an additional £35 million a year for cash-strapped councils.

Wrexham County Borough Council

The Legacy Solar Farm

Wrexham County Borough Council have been working tirelessly on an innovative project to develop the authorities first Solar Farm. The grade 2 agricultural land was retained for the development of the Councils ambitious commercial scheme. The installed solar panels will generate over 2 million kWh per annum, which will give 'green' income stream for the Council. The income generation will last over 20 years and it is projected the Council will earn net £2.5M over the lifespan of the project.

Best Community and Neighbourhood Initiative (including Community Safety)

Corby Borough Council

Corby Woodland Project

In the centre of Corby in Northamptonshire, visitors will be fortunate to find 75 Hectares of Ancient Woodland called Hazel and Thoroughsale Woods. However, due to neglect the woodlands were in a poor state and were avoided by local residents and visitors. The general perception was that they were unsafe. After extensive community consultation in 2007 Corby Borough Council, despite lack of funding, made a commitment to local residents to provide safer, welcoming woodlands. The Corby Woodlands Project was founded.

East Renfrewshire Council

Mixed Tenure Scheme

East Renfrewshire Council, like many Local Authorities, has struggled to manage the significant challenges presented by mixed tenure estates in recent years. Approval to establish a dedicated scheme that would tackle some of the issues mixed tenure creates was sought and approved in 2013 and this application outlines the significant progress made in alleviating these issues, improving the physical appearance and fabric of the properties and sustaining local authority housing on mixed tenure estates.

Fermanagh District Council / Fermanagh Policing and Community Safety Partnership (PCSP)

Enniskillen Emergency Help Point Project

A momentous community safety project introduced by Fermanagh PCSP was that of the Emergency Help Points into Enniskillen town centre, funded through the DOJ's Criminal Assets Recovery Scheme, PSNI and Fermanagh PCSP and supported by Fermanagh District Council. The seven devices situated in the town centre, provide assistance/reassurance to anyone who feels vulnerable or at risk. They are monitored 24/7 and are particularly reassuring for members of the public who are partaking in the evening and night-time economy activities.

Leicester City Council

Community Capacity Building: Our Park Neighbours

Volunteer schemes in Parks Services have traditionally been resource heavy, service led sessions within the boundaries of Parks and Riverside environments on local authority land. When Parks were chosen to deliver the Royal Horticultural Society It's Your Neighbourhood scheme for Leicester, Parks boundaries became blurred and we greeted the outside communities who are willing to become involved, encouraging community cohesion and the sharing of skills and knowledge. During 2014, thirty one groups with horticultural projects have transformed this beautiful City.

Mansfield District Council

Nights of Action

The Mansfield Nights of Action project sees organisations and businesses operating in the night-time economy visibly work together to deal with crime and disorder issues. Benefits include the strengthening of positive relationships between the organisations involved and people out in town; demonstrating support to licensed premises that operate in responsible ways, and delivering vital information about the crime types to hard-to-reach audiences. They help reduce the risk, for individuals and businesses, of being a victim or perpetrator of crime.

Oxfordshire County Council

Emergency Planning & Community Emergency Plans

Oxfordshire County Council worked with community groups to develop Community Emergency Plans, helping local people to help themselves in case of an emergency such as flooding. This allowed the Fire Service and social services to focus on the needs of the most vulnerable. In the floods of 2014 this led to a significant reduction in the need for evacuation when compared to previous flooding, allowed key routes to remain open, kept businesses operating and got Oxfordshire up and running again quickly.

Stockton-on-Tees Borough Council

Psst... Positively Stockton-on-Tees

When we heard the TV series "Benefits Street" was coming to Stockton we did everything in our power to persuade the producers to turn their attentions elsewhere. We didn't expect that it would paint a balanced picture of life here. Sadly, you can't win them all and filming has gone ahead. So we decided to turn a negative into a positive and launched the "psst..." campaign - confident that if we provided the platform our community would show the other side!

Waverley Borough Council

Excellence in Community Engagement Waverley Wellbeing

Around the country pressures are mounting on health and social care, driven by increased demand and expectations, demographic changes, reduced budgets and new statutory requirements; Health and Social Care Act and Care Act. This goes alongside the desire for a new relationship between communities and public services. In Waverley, this new and evolving landscape has paved the way for the Council to take on the role as a “place leader” working with communities to understand better “What makes you healthy?”

West Dunbartonshire Community Health and Care Partnership

Older People helping Older People; LinkUp West Dunbartonshire

Older people, carers and health and social care services work together across West Dunbartonshire to help older people maintain their independence, ensuring that they quickly and effectively receive the right support. LinkUp gives older people access to community health, care and third sector services through a single point of access. Developed in response to feedback from older people; it reflects local and national priorities and crucially is giving older people access to the right help at the right time.

Best Innovation / Demand Management Initiative

Aberdeen City Council

The Aberdeen Car Club

Car clubs are not a new idea. However, it is Aberdeen City Council's approach of rolling out the initiative, for the benefit of both Council staff and members of the public, that has demonstrated both demand management and innovation. This model has also proved to be a great platform for Electric Vehicle rollout and is held up as best practice by other local authorities.

Conwy County Borough Council

Innovative Household Recycling Service Design: Trolibocs Stackable Container System

Conwy worked with Straight PLC to develop and introduce a new and innovative household recycling container system. The Trolibocs comprises three boxes that stack together on a trolley that can be easily wheeled to the street on collection day, just like a wheelie bin. This system makes recycling easier for residents, resulting in higher customer satisfaction, increased recycling participation and capture and reduced waste to landfill.

Dundee City Council

Counting Every Penny

A Dundee City Council team has transformed cash management, designing and implementing an innovative streamlined process to realise its vision of the ideal “cash journey”. In partnership with RBS, payment and collection have been re-modelled through optimal process design, maximising ease and speed. Savings have been made on cash-in-transit and banking requirements. This innovative design is the first of its kind for RBS and local authorities providing a blueprint for tailored cash management services for other Councils and multi-site organisations.

Glasgow City Council

Glasgow 2014 Commonwealth Games – Travel Demand Management

The transport strategy for the Glasgow 2014 Commonwealth Games included a commitment to deliver 100% of spectators to venues by all modes of public and sustainable transport. Comprehensive demand forecasting demonstrated that despite capacity enhancements on all modes of the public transport network there would still be a shortfall in capacity. A successful Travel Demand Management Programme was established by Glasgow 2014, Glasgow City Council and Transport Scotland to influence demand, before and during the Games across all modes.

Keep Britain Tidy (on behalf of 17 local authorities)

Bin it for Good – a social innovation to prevent littering

Cleaning up litter is an unnecessary and unaffordable cost for local authorities. Keep Britain Tidy has therefore been designing innovative solutions to help reduce littering. Bin it for Good is one such solution delivered with Rochford District Council and Wrigley's. Bin it for Good turned litterbins into 'charity bins' in Raleigh Town Centre. The more people used the bin, the more money was given to local charities. The initiative reduced littering by 63%, whilst providing over £1,300 for local causes.

London Borough of Tower Hamlets Council

Improving Service Delivery through Innovation and Resource Management

With government budget reductions in place, Clean, Green and Highways took the initiative to look at how they can innovatively transform services to provide them more efficiently and effectively whilst saving costs and resources across the service to ensure resident satisfaction, demand management and improved service delivery. Through implementing exciting new technology and redesigning current work flows, we were able to implement and deploy many exciting projects and create new direct communication channels that have shaped a new style of interacting.

Trafford Council

Safer Trafford Partnership - Specialist Mental Health Practitioner Pilot

A new way of working has been piloted in Trafford since April 2014, testing a New Delivery Model between the Police at Trafford Division within GMP and local Health Services. The principal element of the pilot has been the introduction of a Specialist Mental Health Practitioner from Greater Manchester West (GMW) Mental Health NHS Foundation Trust, to operate within the Integrated Safer Communities Team, physically co-located at Stretford Police Station to work alongside Divisional Police and Trafford Council staff.

Best Renewable Energy / Energy Efficiency Initiative

Aberdeen City Council

Affordable warmth in mixed-tenure, multi-storey blocks in Aberdeen

The recent thermal upgrading of four high rise blocks, in Aberdeen, presented Aberdeen City Council with a unique combination of challenges:

- they were hard to heat (due to their uneconomic and inefficient heating, and poor thermal insulation); and
 - 24% of the flats were privately owned.
- On this project, Aberdeen City Council successfully found a means of eliminating fuel poverty, within blocks of mixed ownership.

Cornwall Council

The Green Cornwall Programme

The Green Cornwall programme was set up by Cornwall Council to provide the leadership to place Cornwall at the forefront of the low carbon agenda. Underpinned by whole area targets which exceed the national 2020 energy and emissions commitments, the programme has already delivered the first publicly owned solar farm, England's largest rural electric vehicle charging network, the UK's first planning framework for community energy, and facilitated more than 470MW of renewable energy generation.

Northumberland County Council

Energy Programme

Northumberland County Council has developed an integrated energy programme which is reducing fuel poverty, lowering CO2 emissions as well as delivering efficiency savings and generating income to protect front line services. The holistic nature of the programme is its key strength with the Council actively involved in all areas of the energy agenda, delivering its objectives with a wide range of public and private sector partners.

Oxford City Council

OxFutures programme for local energy investment

The OxFutures partnership, led by Oxford City Council, is enabling £20m investment into a pipeline of around 100 renewable energy and energy efficiency projects including community-owned and community benefit schemes. Capital is raised from community share offers leading to: a financial return to shareholders; discounted, clean energy for businesses and schools; and an income stream for future community projects and low carbon energy.

Peterborough City Council

Empower Peterborough – Free Private Residential Rooftop Solar PV

Peterborough City Council entered into a Strategic Partnership with a social enterprise, Empower Community LLP in December 2014. The scheme delivers a local solution for local people whilst at the same time addressing national agenda for green energy via roof PV and fuel poverty. The first of its kind in the UK, it delivers a free private residential solar PV scheme and in these times of austerity makes a profit for the council and establishes a local community fund.

Reading Borough Council

Reading dramatically cuts its carbon emissions

In response to the threat of Climate Change, Reading Borough Council launched its first climate change strategy in 2008, with a second in 2013. The Council set out to 'lead by example and work in partnership'. Delivering on the action plans of the two strategies the Council has brought down its own carbon emissions by 31% since 2008 and aims to reduce its carbon footprint by 50% by 2020.

Stockton-On-Tees Borough Council

Cutting Carbon, Changing Lives in Stockton on Tees

The Council has a history in improving home energy efficiency and pioneering large scale area based schemes. Our passion is dovetailing this with tackling affordable warmth and improving health and well-being. Recent years have seen over 22,000 households receive energy efficiency measures from innovative programmes such as 'Warmer Homes Healthy People', directly removing 4555 households from fuel poverty. We've reached residents in every ward in the Borough and as one describes, "everywhere is warm, everybody loves it".

Best Service Team: Construction and Building

Hull City Council

Delivering More

2014/15 has been an exceptional year for Kingstown Works Limited (KWL). We have dramatically and successfully expanded the range of services offered and overcome many challenges with no detrimental impact to the core services already established. Strong leadership has taken the business to the next level providing exceptional contract performance and value for money whilst developing a workforce which is ready to drive further improvements to the benefit of customers, clients and the local community!

North Ayrshire Council

Building Services Transformation Programme

An ambitious transformation change programme was developed to ensure Building Services was sustainable and reactive to the current market. By successfully completing a number of actions within the programme, the Service has developed into a more commercially focused, innovative Service with a culture of continuous improvement, and which has the ultimate vision of being recognised as a provider of choice for building and related services.

North Lanarkshire Council

Building for the Future – Respecting Conservation

North Lanarkshire Council's Building for the Future programme is not only about delivering numbers of houses but also ensuring quality. Housing & Social Work Services is working closely with Environmental Services to safeguard and enhance the character and appearance of sites within Conservation Areas, by reclaiming vacant and derelict sites to provide new homes that respect the conservation area design requirements while addressing housing needs within the community and gaining high levels of customer satisfaction.

Nottingham City Council

Major Programmes Team

Major Programmes prides itself on being able to understand and translate clients' requirements into delivering high quality facilities required to meet changing service needs. Our reputation is built on the delivery of c£250m of investment in the city since the team's inception in 2010 and supporting internal and external clients, large and small. The team is now taking a lead role in the delivery of the Council's Strategic Regeneration Programme whilst also promoting strong project management across the Council.

Powys County Council

Customer Satisfaction excels for Powys Building Standards Consultancy due to Leadership and Coaching Culture

Powys Building Standards Consultancy is committed to protecting people and the environment, the service continuously transforms focussing on a competitive building control team with an emphasis on leadership and development. As a Welsh local authority experiencing a substantial reduction in allocation with massive budget cuts the team has redesigned the service delivery to maintain our current high standard of service and customer satisfaction. We work with the customer to ensure building projects achieve the highest possible standards of construction.

Wrexham County Borough Council

The Wrexham BE&ST – Business, Energy and Sustainability Team

Wrexham Council has developed an innovative BE&ST team (pronounced BEAST) to drive its Business practices, lower Energy costs and embed long term Sustainability across how the organization works. Doing this has meant using best practice to maximize commercial opportunities, focusing on improving wellbeing for households, increasing community benefit and building local economic prosperity.

Best Service Team: Catering

Cordia (Services) LLP

Catering for the Commonwealth Games 2014

Cordia was successful in its bid for the Commonwealth Games 2014 catering tender. Key issues included recruitment of 700 staff, procurement with a focus on Scottish produce, environmental issues, and logistics and storage. Careful planning ensured the contract was delivered with zero incidents or complaints. Cordia was awarded Games legacy status recognising it as a company that will produce a more prosperous, inclusive and vibrant Glasgow, leaving a legacy for the city.

Dumfries and Galloway Council

Naturally D & G, Local Provenance for a sustainable future

Dumfries & Galloway Council Catering Services have taken a policy with regard to the procurement of local provenance that has enabled the Council to both market its service more effectively, and create a positive image for the service across all areas of catering from school meals, to event catering and to our meals on wheels service. The creation of 'Naturally D&G' is a major Council sub brand, and a central one within the development of a new enterprise focussed service.

Hull City Council

Achieving Contract Success through Service Improvement Planning

Just over a year ago the school catering service provided to Hull City Council was threatened by School and Council budget pressures and a decision to submit the service for competition. Could the in house service provider re-engineer its service and compete with external prices and promises? Yes:

- New 5 year bespoke contracts (with reviews) with all individual schools.
- Underpinned with agreed service improvement plan.
- Up to 20% reduction in meal charges for individual Schools

North Ayrshire Council

Hub & Spoke project & employee initiatives

A year ago North Ayrshire Council introduced a cross Council initiative called 'Good to Great'. Three values were put at the centre of this initiative: 'Focus', 'Passion', and 'Inspiration'. Our Catering Services teams' aim this year has been to provide a 'great' service for all our citizens, whilst adhering to these values. We believe that our team has transformed our service, and that some of the initiatives we have introduced will help us achieve our journey from 'Good' to 'Great'.

Powys County Council

Powys Catering Service – Excelling from Strength to Strength

The management team in Powys, has been in place for just 2 years and is led by a can do, will do approach leading to a positive attitude and successful team. This is effectively transmitted to our operational staff to provide the best possible service to our communities. Consistently over the past two years we have met challenging efficiency targets. The achievement of this is based on the continued, tireless efforts of our knowledgeable, dedicated, and enthusiastic Catering Management Team.

Scottish Borders Council

Simply the Best! (A Whole School Perception)

This submission outlines the work of an extraordinary team and their achievements over the past year. They have just won our Kitchen of the Year award for the second time due to the numerous nominations received from pupils and teachers. What I hope to convey is their continued improvement over the past year along with the true collaborative approach they have with the school that has resulted in a whole school approach that embodies all that is excellent in education catering.

Stoke on Trent City Council

Embracing Change for a Brighter Future

City catering is the in-house catering provider for Stoke on Trent City Council. In the last year we set ourselves the challenge of bringing our service into the 21st century by becoming paperless and using wireless technology. As a service we needed to embrace change for a brighter future. The transition has been both fulfilling and rewarding and the success of this venture has benefited our service on many levels and has been a big achievement.

Best Service Team: Building Cleaning and Facilities Management

Gateshead Council

Standing the Test of Time

Building Cleaning Service (BCS) is Gateshead Council's internal cleaning service. BCS has a wealth of experience in providing cleaning services throughout Gateshead, Tyne & Wear, Northumberland and Durham. We employ over 560 employees who carry out over 6400 hours of cleaning each week covering a diverse range of customers from individual homes to large offices and secondary schools. BCS strive to be a successful organisation meeting the objectives of the Council whilst continuing to meet our customers' needs. The service continues to be recognised as an award winning service with further accolades achieved during 2014/2015.

Liverpool City Council

Staff Training and Development – A Whole Service Approach

Liverpool City Council's Building Cleaning Team consists of 178 individual employees who, collectively, undertake a wide range of tasks in support of the extensive range of specialist cleaning and consultancy services we provide to both internal and external customers. In order to ensure that services are delivered consistently and to the highest possible standard, we recognise that training and developing staff effectively is essential. With this in mind, we have developed and delivered a comprehensive training plan for all staff.

Powys County Council

Building Cleaning, Caretaking, Courier & Facilities Management within the largest geographical Authority in Wales & England

PCC internal Cleaning Service are proud of their diversity, success and proactive approach to ensure a cost effective and improving service year on year. The Management is led with a 'can do – will do' approach. We are always looking for new ideas and to increase our portfolio of work within difficult times and the restraints of being an internal department of a County Council. Our most recent achievement being the award of the communal cleaning contract within 121 housing units.

Stockport Homes

Stockport Homes Caretaking Services Team

Stockport Homes Caretaking Services Team has evolved into a modern building cleaning service for nearly 4,000 homes which is at the cutting edge of good practise. It has efficient and customer-oriented staff, progressive managers and high levels of customer satisfaction. In 2014 the service achieved some outstanding results in customer satisfaction.

Tayside Contracts

The Integration of Cleaning and FM Services

Tayside Contracts through continuous improvement undertook the provision of Janitorial and School Crossing Patrol services to Angus and Dundee City Councils. These functions and employees transferred from the Councils to Tayside Contracts creating a new service delivery model which achieved efficiencies through the removal of duplication of effort. Careful management of the consultation process and detailed implementation plan facilitated a seamless transition. Post transfer the service has significantly improved and financial savings have also been realised sooner than anticipated.

Best Service Team:

Highways, Winter Maintenance and Street Lighting

Clackmannanshire Council

Clackmannanshire Active Travel Network Team

To put in place its Active Travel Network over the last few years Clackmannanshire Council put together a virtual team of key staff from a variety of disciplines. This team interacted with staff from other services, from external bodies with the private sector and the public to complete the local active travel network linking all of Clackmannanshire's main settlements.

Falkirk Council

Modernising Road Maintenance

Introducing and embedding asset management principles into everyday operations have allowed the Roads Maintenance Unit to improve performance whilst managing changes caused by staff reductions. It was decided to embrace new technology to aid staff in their roles thereby improving staff morale. With a threat of cuts to staff numbers this has been welcomed. Additionally with the background threat of further cuts due to future financial restraints, staff have been involved and engaged in the changes and provided with feedback on their performance.

Glasgow City Council

Glasgow's Innovative Smarter Cities Approach to Road Network Maintenance

Glasgow's innovative Smarter Cities approach to network maintenance contributed to economic regeneration, environmental sustainability, and the success and legacy of the Commonwealth Games 2014. Targeted scheme selection methodology and strategic use of capital investment led to a notable improvement in the road network. A new central control centre (and improved gritting efficiency) facilitated a positive impact on Winter Maintenance operations. A Future Cities lighting project partnership demonstrates intelligent data sourcing and network maintenance, increasing energy efficiency and reducing costs.

Hull City Council / Kingstown Works Limited (KWL)

Lighting the Way

Kingstown Works Limited (KWL) is a Hull City Council (HCC) owned company. Following our success in delivering a customer focussed value for money repair and maintenance service, KWL facilitated the transfer of HCC Street Lighting activity in September 2012. KWL have demonstrated the successful transformation of a failing service within a two year period which has achieved and delivered high levels of performance to the satisfaction of both the customer and clients who benefit from the service.

North Ayrshire Council

The Road to Improvement

The Roads Service is committed to providing efficient and effective high quality services, against a backdrop of reduced public sector funding, while contributing to the £48m efficiencies already achieved to date. With the teams drive and determination to continually challenge the way in which Services are provided, we will contribute to achieving the further £20m of efficiencies required over the next 3 years through a process of collaboration and innovation, supporting the Councils priority to 'Create a Working North Ayrshire'.

Best Service Team: Transport and Fleet

East Renfrewshire Council

Transport and Fleet Services

At East Renfrewshire Council the Transport and Fleet Services has adopted an innovative approach by successfully combining the essentials of operating an in-house fleet maintenance workshop while gaining benefits of working with the private sector. Vehicle maintenance costs, repair time, fuel costs and emissions have substantially reduced. Outstanding service, best value and a strong understanding between the Transport Service and other departments have been the result. These results have been recognised with ten straight APSE benchmarking finalists and 4 best performer awards.

Fife Council

Improvements in the delivery of Fleet Maintenance & Management

The Council fleet is a significantly expensive element of local authority's costs in delivering its front line services and in 2012 Fleet Operations challenged what had been historic practices in endeavours to recognise new fleet technology and change historic practices in fleet management and maintenance. The challenge was to change cultures and modernise in ensuring we met sustainability challenges, changing customer requirements and increasing demands on Council budgets.

North Ayrshire Council

A 'back to basics' approach

North Ayrshire Council embraces transformational change by adopting a 'back to basics' approach with transport provision and fleet management. With the creation of a centralised Corporate Transport Hub and by embracing the latest technologies to boost efficiency, a number of identified improvement opportunities around transport and journey provision has resulted in significant savings of £723k over the past two years, it has also proven to provide a more robust, resilient and effective service for the whole Council.

Oxford City Council

Motor Transport Team

In austere times, the drive to increase efficiencies and improve services has been greater than ever before. Throughout a significant period of change, Oxford City Councils Motor Transport Team has continued to provide a first class service to customers, and has shown a great amount of versatility in adapting to new challenges and overcoming obstacles.

South Tyneside Council

The Fleet Management Section Supplies Reliable, Safe, Clean and Green Vehicles

Fleet Management supplies reliable, safe, clean and green vehicles for South Tyneside Council, which are vitally important to ensuring the most visible front facing services are provided to our residents. Our vision is to ensure that the fleet has a minimal effect on the environment. We are cost effective, project a positive modern image and provide a support and maintenance service that is highly valued by all. We have introduced innovative new systems, procedures and strategies to achieve this.

Best Service Team: Waste Management and Recycling

City and County of Swansea

Waste and Sustainability

Corporate Building & Property Services launched its Waste and Sustainability agenda in 2007 to address waste produced at their depots and construction sites. This has led to significant improvements including cost reductions of £1.4M, 54% reduction in waste produced with 93% of the remaining waste being recycled and the residual 7% going as waste to energy. CB&PS achieved Green Dragon Level 5 in 2010, which they have continued to maintain to date. The department is currently implementing the ISO14001 Standard.

East Riding of Yorkshire Council

'Let's Waste Less' East Riding

In 2014 ERYC achieved a recycling rate of 60% for household waste. This is a huge achievement that has only been possible through clear leadership as well as team work. The Council prides itself on providing excellent customer service and an easy to use waste and recycling system which reflects the recycling rate achieved to date. A high level of engagement with residents through continued internal and external partnership working will ensure improvement is achieved for future years.

Nottingham City Council

Offering an efficient and cost effective waste disposal service whilst meeting citizen's needs and encouraging behavioural change

At Nottingham City Council we realise the role of councils is changing. Rather than providing traditional Council Services, we focus on providing innovative services to meet the ever changing needs of our citizens, ambitious City and budget. Our Waste Management and Recycling Service reflect this by investing in innovative waste management solutions so we can meet citizens' needs for a range of cost effective and efficient waste services, while reducing contamination and increasing recycling.

Oxford City Council

Waste Management & Recycling Services

Oxford is a great place to live, work and visit and the Team are making lasting impacts to reduce waste, increase recycling rates, enhance the environment and lower the city's carbon footprint. Oxford produced 297.78kg of refuse per head, the lowest for an urban authority in England and a recycling rate of 44.34% in 2013/14, the third best performing urban collection authority (now at 46.08%). Such great results have been achieved by the Team actively applying innovative policy and procedures.

Plymouth City Council

Plymouth City Council's Co-operative Waste Services

Over the last 12 months Plymouth's Waste Services have embraced an ambitious improvement agenda, using co-operative values to drive up standards while making changes that will realise savings of over £1.5 million over a three year period. Stakeholders have been placed at the heart of change and empowered to co-design and co-produce elements of provision. In taking this approach, the service has engaged with both internal and external partners, supporting wider change across the organisation.

Renfrewshire Council

Waste Management & Recycling

Over the last 6 years, Renfrewshire Council's Waste Management and Recycling team has undergone rigorous reviews of their service, challenging existing methods of service delivery and provision of Best Value.

The review objectives were:

1. Identify financial efficiencies to contribute to the Council's overall efficiency targets.
2. Introduce innovative and alternative recycling service delivery models in Renfrewshire.

The achievement of objectives is mainly based on the continued efforts of our knowledgeable, dedicated, and enthusiastic Waste Management and Recycling Team.

Stirling Council

Towards Zero Waste

The Waste Services Team is delivering an excellent, cost effective waste collection service to households and businesses throughout Stirling. We view waste as a valuable resource and by deploying our source segregated kerbside recycling service and engaging proactively with the local community we strive to ensure that as much of this resource as possible is diverted from landfill and collected as high quality recyclables. This approach has allowed us to exceed the targets set by the Zero Waste Plan.

Warwickshire County Council

Waste Management Group

Warwickshire County Council's Waste Management Group has become a byword for innovation and excellence. As well as gaining recognition in its service sector, the group's ground-breaking projects and programmes have been recognised in other disciplines such as procurement and community development. Since 2012, the group's work has been honoured on more than 30 occasions in national awards.

Best Service Team: Street Cleansing and Streetscene

City and County of Swansea

Swansea City Centre Ranger Service

The Ranger Service plays a vital role in co-ordinating street scene activities in Swansea City Centre under-pinning partnership working. The team of 4 (see Appendix 1) provide cross-cutting support to multiple internal and external agencies enhancing inter-departmental communication, facilitating decisive action to improve the public realm and providing best financial value. In 2014 the Rangers dealt with 26,852 incidents - over 600 incidents per week. The Rangers also played a significant role in reducing retail crime by over 10%.

East Renfrewshire Council

Using Technology to Improve Street Cleanliness

Over the past 5 years, East Renfrewshire Council has strived to improve its street cleaning service through the use of technology. In April 2013 with the support of Zero Waste Scotland, East Renfrewshire Council introduced a barcoding system on our existing stock of around 300 litter bins. The implementation of this system has allowed us to gather unprecedented information

about the usage of each individual bin which has in turn has allowed us to make our collection rounds more efficient and effective resulting in better positive outcomes for the area and an improved service for our customers.

Hull City Council

Street Cleansing Team

After three years of budget reductions in both management and front line street cleansing, and the continued threat of further budget reductions, a large amount of time was spent optimising the street cleansing service. In addition, through consultation with members, residents and operatives, the service was re-aligned to incorporate public priorities. By 2013/14, the street cleansing service was demonstrating significant improved performance, with levels of cleanliness far better than previous years.

Nottingham City Council

Developing innovative street cleansing services to increase citizen satisfaction whilst tackling budget shortfalls

At Nottingham City Council we realise the role of councils is changing. Rather than providing traditional Council Services, we focus on providing innovative services to meet the ever changing needs of our citizens, ambitious City and budget. Our street cleansing and street scene service reflects this, providing an integrated approach across our service encompassing street cleaning, education, and enforcement to take our service from good to great, to continually improve citizen satisfaction and keep Nottingham clean, green and safe.

Oxford City Council

A Cleaner Greener Street Cleansing Team delivering a World Class Cleaner Greener City

Oxford City Council Streetscene has seen operational improvements and budgetary control as part of their commitment to improved statutory standards and builds on income generation through selling services externally within the private sector. These key elements provide a solid foundation allowing a quality led and green progression and improvement drive. This year's achievements are growth, value for money, capital investment, accreditation, training, partnership working, training, green issues, performance monitoring and providing a World Class service to deliver a World Class Cleaner Greener City!

Best Service Team: Parks, Grounds and Horticultural

Birmingham City Council

Birmingham Parks – A New Dawn

Birmingham Parks Service is meeting the challenge of continued budget cuts head on to deliver a quality service to all citizens, national and international visitors to our city. We have achieved an increase in visitor numbers & improved visitor satisfaction rating whilst at the same time seeing our budget reduced by 40% over the last 5 years. Birmingham Parks continue to thrive winning top awards such as Chelsea Gold and RHS Presidents Cup for best in show 2014.

East Renfrewshire Council

Redevelopment of Rouken Glen Park

Rouken Glen Park is an important public greenspace which contributes to making East Renfrewshire a 'thriving, attractive and sustainable place for residents and businesses to grow' (Single Outcome Agreement outcome). Through a programme of interlinked projects involving a range of stakeholders, the dedicated parks team undertook a full scale redevelopment of the

park to include a new play area, visitor centre and exhibition space with ongoing projects being delivered. The park now sits within Visit Scotland's top 10 most visited attractions.

London Borough of Richmond upon Thames

The Parks and Open Spaces Team

This is a team that in the last few years have transformed a service from average to outstanding, with the key to this success being the team's ability to listen to and work alongside the users in an atmosphere of mutual respect and appreciation. With 94% public satisfaction in the latest survey, a reputation of quality and the desire to continually improve the delivery methods and the outcomes, this team continues not only to lead but inspire the industry.

Nottingham City Council

Good to Great...Nottingham Parks set the pace with major investment, driving business and developing in-house talent

Nottingham is on an ambitious journey of 'Good to Great,' and the Parks and Open Spaces team is a major player in the story. This high-achieving team inspires ever-growing confidence with councillors, citizens and partners by securing investment and delivering on demanding income targets and outcomes. Customer satisfaction has soared to 93%. External funding since 2007 totals £28million. Much work is in-sourced, securing jobs and protecting budgets. There's an emphasis on apprenticeships, skills development and an ever-wider network of partners.

Oxford City Council

A local government success story of recent times

Oxford City Council's Parks, Grounds and Horticulture Service has is one of the local government success stories of recent times. In spite of substantial government spending cuts and the impact of the recession, it has been able to safeguard all aspects of grounds maintenance from cuts to the service, keep an in-house skilled and flexible team, deliver significant new investment in the park's infrastructure, avoid compulsory redundancies and start a successful portfolio of trading and income generation.

Wakefield Council

Trees, Timber and Technology

How can local authorities facing ongoing cuts and reducing staff numbers ensure that they are managing trees safely, efficiently and economically? Follow the journey of how Wakefield Council's tree management has been transformed by restructuring and investing in technology to become both a leaner safety-focused department that proactively manages trees whilst bringing in much needed income.

Wigan Council

Reinventing parks and greenspace services: protecting our parks for the next generation

Wigan Council's Greenspace Services, encompassing parks development, grounds maintenance, playground management, streetscene and arboriculture, has met austerity head on and has radically transformed management and service delivery. Despite working with dramatically reducing budgets (-60% in last 5 years) the service operates without major apparent change to local communities. This has been achieved through innovation, a new commercial approach, increased productivity, new technologies, lean management, multi-skilling, a fresh approach to partnership working and enhanced service planning to maximise resource utilisation.

Best Service Team: Cemetery and Crematorium

City of Cardiff Council

Cardiff Bereavement Services

Cardiff Bereavement Services provides high quality and professional services to assist in a healthy grieving process. We have over 500,000 visitors and undertake more than 4000 funerals for the local population. This is a successful service having attained the 'gold' standard set by the Charter for the Bereaved. Although a small team, we are committed to providing the very best service to the public, looking at ways to improve the service and meeting the ever changing needs of the community.

London Borough of Havering

Bereavement Service

Havering Council's Bereavement Service has demonstrated consistent commitment to innovative service development and industry best practice. Staff have shown dedication to delivering a sensitive and imaginative service, while displaying excellent working relationships across teams and sites to achieve their goals. They have worked with other services, businesses and community groups to meet the needs of local people, against a backdrop of funding, environmental and demand pressures, while investing in the future of an income generating provision.

Nottingham City Council

Service transformation balances the budget, enhances the environment and establishes highest professional standards

A five-year transformation programme has created a financially viable and efficient cemetery service passionately focused on the needs of all cultures along with a vastly improved environmental footprint. Community involvement has helped create safe and pleasant sites for people and wildlife. The price of essential services remains low, with imaginative income generation schemes and sensitive partnership projects balancing the budget and providing investment for the future. An innovative Public Health Funerals package is now offered to neighbouring councils.

Oxford City Council

The Cemeteries Service has progressed from requiring an operating subsidy to a financial surplus in three years

Oxford City Council Cemeteries Service has moved from being just another service that was being subsidised from the wider Council budget to one that not only pays for itself, but is able to provide an operating surplus to reduce the cost overheads in the parent Parks Service. Through targeted and thoughtful use of efficiencies and changes to fees and charges the Cemeteries Services is now performing better in a more challenging environment and continues to receive many plaudits from customers.

Peterborough City Council

Peterborough Bereavement Services - a journey to success

Peterborough Bereavement Services has been focused on developing and improving its customer service and financial performance. From being a mediocre service operating with a deficit in excess of £50k, the service now holds the Institute of Cemetery and Crematorium Management's (ICCM) Gold award, for both its cemeteries and crematorium, and the Green Flag award for Peterborough Crematorium, has customer service satisfaction of over 95% and for 2014/15 is projecting an operating surplus in excess of £1.169 million.

Salford City Council

Bereavement Services Transformation

This APSE award submissions aims to demonstrate the service transformation undertaken by Salford City Council's Bereavement Services. A number of initiatives were developed including those to develop its people and the creation of innovative partnerships against a backdrop of delivering a more cost effective service. This submission demonstrates how the service has been totally redeveloped and re-launched in both an innovative and effective manner with the support of service users, partners and staff.

South Lanarkshire Council

Improving The Bereavement Journey

South Lanarkshire Council's Bereavement Services has a clear objective to provide excellent quality services to all stakeholders. A review of all aspects of service provision over the last 2 years has led to full integration of services resulting in the Council retaining our Customer Service Excellence award. Other customer improvements include providing new cemeteries and extensions as well as being identified as one of only two "Exemplar" Crematorium following the Scottish Governments Infant Cremation Commission. Quality is at the very heart of everything that we do.

Best Service Team: Sports, Leisure and Cultural

East Riding of Yorkshire Council

East Riding Leisure continually going beyond what customers expect

East Riding Leisure has nationally recognised innovative customer relationship management processes. Over the last year the Team has taken the service to a new level through a process of demand led transformation encompassing 'partnership working' and lean system thinking. Being close to our customers, placing them at the heart of service delivery and continually going beyond what they expect has substantially reduced the cost of the service whilst increasing income, customers and addressing social needs.

London Borough of Redbridge (VisionRCL)

Redbridge Sport and Health Team

The Vision Redbridge Culture & Leisure Sport & Health Team works in partnership with Public Health, London Sport, National Governing Bodies and community groups in Redbridge to improve the health of the Borough through increasing the range of opportunities for all sections of the community to be actively engaged in sport, active recreation and physical activity.

Nottingham City Council

Nottingham and partners raise their game to set the city on a world-class stage

Creative campaigns, innovative partnerships and effective negotiation have secured millions of pounds and engaged a wide range of private and public sector partners to provide world-class facilities and events for citizens and visitors, for free or at an affordable price, despite huge funding pressures. These efforts are helping to realise Nottingham's ambition to double the benefits of its tourism economy to £1 billion and boost its reputation as an unbeatable place to live, work and visit.

Oxford City Council

Bringing together Oxford's 'DiverCity' through excellent outcomes

2014/15 has been an outstanding year for the Sport & Youth team at Oxford City Council. Through 100% dedication of the team, excellent partnership working and putting our customers and communities at the heart of everything we do, we have overcome a number of key challenges and barriers that have successfully brought together Oxford's diverse city (DiverCity). Our extensive range of high quality and innovative programmes have achieved excellent outcomes, receiving local and national recognition.

Sheffield City Council

Activity Sheffield

Activity Sheffield is Sheffield City Council's Health and Wellbeing service. A team of dedicated and passionate individuals committed to improving the health of the city and creating opportunities for the residents of Sheffield irrespective of their socio economic background. Our aim is to lead the city to a more active, healthier and sporting future by achieving a 1% year-on-year increase in the City's activity levels and aiming to become the most physically active city in the UK by 2020.

Stockton-on-Tees Borough Council

Sisters are Doing it for Themselves!

'Sisters are doing it for themselves' (SDFT) programme is a great example of how a Public Sector ethos and an innovative idea can develop into great achievements and the creation of sustainable lifestyle change. Working alongside Public Health the SDFT programme is a group running and cycling programme for women & girls (12+) designed to improve access to sport, increase confidence, increase participation and to support sustainability of participation in activities that promote greater health and well-being.

Overall council of the year 2015

Finalists

Aberdeen City Council

City and County of Swansea

East Riding of Yorkshire Council

Glasgow City Council

North Ayrshire Council

Nottingham City Council

Oxford City Council

Stockton on Tees Borough Council

Overall council of the year
sponsored by:



Service award sponsors



APSE

The Association for Public Service Excellence (APSE) is a not-for-profit membership based organisation dedicated to promoting excellence in the delivery of frontline services to local communities. We work with more than 300 local authorities across the UK to share information and expertise in services including; waste and refuse, parks and grounds, highways, street lighting, leisure, school meals, and housing and building maintenance as well as strategic policy advice.

APSE is at the heart of a network of some 23,000 officers and councillors responsible for frontline services in local authorities in England, Northern Ireland, Scotland and Wales. APSE brings councils together to share information and best practice. Its team of advisors provide specialist briefings, training and events.

APSE is owned by its members and provides services on their behalf. APSE's performance networks is the largest voluntary local government benchmarking service nationally. APSE Solutions offers targeted consultancy and interim management support from experts. APSE conducts research and campaigns for a positive role for local government in delivering high quality, effective and efficient local government services

Tel: 0161 772 1810

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Web: www.apse.org.uk



Amazone

Established in 1883, Amazone Groundcare is a family business with a long history in turfcare and wild flower maintenance machinery.

For the establishment and maintenance of wild flower mixes, whether along roadsides or within parks and play areas, Amazone Groundcare has the product to suit.

The tractor-driven Groundkeeper SmartCut offers year-round green space use. Whether used for roadside clearance of wild flower mixes, clearing spring bulbs, fine mowing, scarifying, maintaining wild flower meadows, collecting leaves or clearing litter, it takes it all in its stride. Working widths are from 1.35 through to 2.1m, in either mounted or trailed, and hopper options vary from ground level discharge through to high-lift for emptying over the side of a vehicle or into a big bag.

For even more manoeuvrability, the self-propelled Profihopper SmartCut, with its out-front 1.25m wide cutting deck and PowerCompactor System, which collects the grass via augers giving a clean pickup irrespective of the weather conditions, comes in both 2 and 4 wheel drive. Again the Profihopper is perfectly at home when scarifying, cutting and dropping or cutting and collecting. The 24.5 hp 3-cylinder diesel offers ample power and is quiet-running.

GBK ground maintenance combinations are equally at home seeding bare ground, untilled ground or over-seeding into an existing sward. Ideal for sowing wild flower mixes as well as maintaining turfed areas. A simple change of the cultivation unit from overseeder, or power harrow through to stone burier, enables them to be used in all applications.

On the winter grit spreading front, the EK-S and E+S spreader ranges caters for all

situations. Whether just for in-house use or by professional contractors and local authorities, these single disc, steeple hopper walled spreaders fit the bill.

For more information:

E-Mail: info@amazone.co.uk

Visit: www.amazone.co.uk

Tel: 01302 751200



Arcus Global

'Powering social change through digital innovation'

Arcus Global is a UK market leader in supporting Public Sector organisations in all elements of their journey to modern, high performance ICT.

We work with the public sector to help improve business and service delivery by utilising the latest technologies. Having a deep understanding of the marketplace, we're aware of the difficulties austerity brings and the importance of helping our clients to become leaner, more effective service organisations. Organisations where money isn't wasted just 'keeping the lights on' but where a modern approach to technology drives real business improvement.

We can replace your outdated ICT estate with modern, scalable and highly secure infrastructure complemented by our portfolio of cutting edge line-of-business applications.

We build our applications on market-leading technology, helping you deliver services that are simple, high quality and low cost. Our software is priced to deliver the maximum benefit to users and to deliver better outcomes.

So why make a change? Cloud computing is a

revolution in technology. Digital cloud solutions delivers improved services and simplified procedures: Taking advantage of future technology, today, has never been easier. It's all about service – our service to you, and your service to the public. And that's really the crux of it.

Arcus Global is an approved supplier across the these frameworks.

- 'G-Cloud' Service I, II, III, IV & V: (with 70+ services)
- Local Authority Software Applications Framework (LASA)

At Arcus, we are passionate and committed to helping you transform the way you work, helping make you more agile and flexible and giving you the platform to provide a world class user experience for your customers.

Contact: debra.wilkins@arcusglobal.com

Email:

Phone: 01223 911841



Bin Belly Smartbin

Bigbelly, Inc., the leader in smart waste and recycling management, has announced that it has established Bigbelly UK, a wholly-owned subsidiary effective August 1, 2015, which will directly serve all existing and future UK-based Bigbelly customers.

The new subsidiary was formed in response to the explosive growth of its UK-customer base and rapid adoption of the Bigbelly Smart Waste and Recycling System among councils, universities, healthcare facilities, and private sector customers. Bigbelly UK, under the leadership of Emmett Reidy, Director of Operations, will sell and manage its smart, cloud-based system for gathering, consolidating, and analyzing data from connected waste and recycling units for a

complete waste management solution that beautifies public spaces and increases operational efficiency. Customers seeking strategic application of Bigbelly's solutions, such as Smart City initiatives, will also benefit from the closer interaction and collaborative relationships supported by the subsidiary's local presence.

Background

Bigbelly, Inc. is the world-leading provider of waste & recycling solutions with more than 1,500 customers in 47 countries. The Bigbelly Smart Waste & Recycling System combines the power of cloud computing with smart solar-powered, compacting waste and recycling stations. The Bigbelly system is a management solution that gathers, consolidates and analyzes data from our smart collection stations. It provides real-time fleet status, alerts and reports that help you optimize operations whilst ensuring total waste containment. This fully integrated system delivers a concise, up-to-the-minute view of your entire waste and recycling footprint, helping to beautify your space, streamline operations, and contain costs. Bigbelly empowers you to Change Your Space.



Cardley Wave

Achieve an integrated approach to weed control that doesn't cost the Earth with our range of versatile, manual and machine mounted 100% hot water weed control systems.

As outlined in the APSE report "The Need for Integrated Weed Control" Local Authorities must meet their legal duties to reduce harm to the public and environment. Grandfather Rights on professional chemical spraying are due to expire in November 2015 and current EU legislation (Sustainable Use Directive and Water Framework Agreement) restricts the use of herbicides.

As one of the most successful, effective and sustainable CO2-neutral methods of weed control weeds now really are in hot water!

All Cardley-Wave systems deliver 98°C of pure thermal energy without any additional chemical or foam additives required to kill the root of the problem.

With just one machine and a variety of lances you can deliver an effective, efficient and ecological approach to weed and moss control in addition to chewing gum and graffiti removal, street cleaning as well as high pressure drain jetting – adding value by creating income generation opportunities.

For more information on our clean and green solution get in touch today:

01254 707407 | info@cardley-wave.co.uk | www.cardley-wave.co.uk



CSSC

CSSC, promoting fulfilling lifestyles by providing SPORT & LEISURE opportunities

We want to help you and your employees have fun, get active and try out new activities with CSSC. Our aim is to promote individual health and wellbeing to the entire public sector – at no cost to the employer.

CSSC Sports & Leisure is a not-for-profit membership organisation that offers a huge range of sport and leisure activities to more than 115,000 members.

THE BENEFITS TO THE EMPLOYER

- Opportunity to work together to support your HR and occupational health programme
- Assist you in developing and delivering your in-house offering
- Grants per capita available (T&Cs apply)

- Enhanced employer image through supporting staff
- Increased opportunities for networking and teambuilding amongst colleagues
- Enhanced health and wellbeing
- Improve workplace morale and performance

WHAT WE OFFER

- Huge range of sporting, taster day and leisure activities available locally, regionally and nationally
- Subsidies on training fees for sports coaching, refereeing or officiating
- Subsidies on fees for entry into selected non-CSSC competitions, races and events
- Assistance with sporting and recreational costs for members with disabilities or experiencing financial hardship
- Free entry into 280 English Heritage sites for you and your family
- Family days out, trips and reduced price theme park tickets
- Cinema tickets from £5 including all top chains
- Thousands of offers and discounts at high street shops
- Preferential offers from over 20 leading car manufacturers

Membership is £3.80/month and is paid by the employee directly to CSSC.

For more information visit www.cssc.co.uk



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DAF Trucks Ltd, the UK's market leading manufacturer of commercial vehicles, produces trucks from 7.5t to 44t to suit a wide range of applications including vocational roles such as road sweepers, refuse collection

vehicles, gully emptiers and more. Backed-up by nationwide support from the UK's largest network of dealers.

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enevo

Enevo

Enevo – Collect waste without wasting money

Enevo is the leading provider of smart sensors and logistics optimization solutions for the waste management and recycling industry. We help both commercial waste management companies and public organizations to operate more resource efficiently. Enevo is headquartered in Espoo, Finland and has offices in USA, UK, Germany, Japan and Hong Kong.

Enevo ONE is an innovative Smart City solution that optimizes waste collection by using its network of small wireless sensors to measure the fill level and forecast the fill up date of individual bins and containers. Based on these forecasts the service will calculate millions of different collection plan alternatives and select the plan that is most cost efficient. With smarter collection plans, Enevo's customers have saved up to 50% in total operations costs.

For more information visit: www.enevo.com



Geason

Geason is a leading UK provider of up skilling courses, training and apprenticeship programmes. Last year the company trained over 3.600 workers. The training we deliver equips the learner with nationally recognised qualifications and transferable skills that can be tailored exactly to a customers needs.

Our team of experienced professionals ensure that all our customers' business expectations are addressed as accurately as possible. Working directly with an organisation and the learner, Geason are able to deliver perfectly tailored solutions whether the requirement apprentices, new skilled workers or a wish to up skill your existing workforce. Our on-the-site assessors operate all over the UK with the Geason Training Academies located in both England and Central Scotland. With long term experience and dedicated enthusiasts behind all our operations, Geason are able to deliver the results expected from all its stakeholders.

Geason are a business focused on the quality of provision, innovation and the cost effectiveness of all skills development programmes. In order to ensure we can deliver the most cost effective solution Geason have a dedicated funding team who continually assess markets for training funding that is available for its customers. We currently attract funding from ten different sources and find new and exciting grant developments regularly.

Geason has experience of working in successful partnerships with many organisations, both Public and Private sector, including Fife Council, Dundee Council, Centrica (British Gas), Mitie Property Services and many more. We have enabled them to reach their training objectives while significantly reducing associated costs. We

believe that this forms an integral part of a successful skills development programme.

Contact:

Tel: 0330 088 9596

Web: www.geason.co.uk



Multihog

Reduce your overheads whilst improving service delivery and establishing best practice by doing more for less with this versatile multi-purpose machine: One Machine, One Driver, Endless Applications...

In a time of squeezed budgets, staff and services the Multihog is enabling many local authorities to buck the trend by investing to save – in essence allowing you to do more, with less, more effectively.

Efficiency Examples...

- Nottinghamshire CC– cut time, cost and verges saving up to £1,000 per day
- Tameside MBC – Suction sweeper and planer setup is safer, speedier and cost-saving
- Blackburn with Darwen BC – Increased productivity, decreased repair cost by 25% per m²
- Nottingham CC – Multihog method reduced the cost per pothole repair by 30%

Endless Applications...

- Highways – road planing, micro-trenching, fine milling and manhole cutting
- Horticulture – flail, rotary and cylinder mowing, ditching as well as hedge and verge cutting
- Arboriculture – stump grinding, harrowing and wood chipping
- Drainage – high pressure water jetting and

gully cleaning

- Pumping – high volume flood water pumping
- Cleansing – suction sweeping, brushing, hot water weed killing and street washing
- Winter maintenance – snow ploughing, blowing and brushing as well as gritting and de-icing

As a business we are as versatile as the machine itself and will go the whole hog to help you receive the advantages of this unique unit; offering a range of flexible finance options including purchase, hire (with or without operator) as well as contracting services.

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Teleshore Group

Teleshore group, one of the World's leading bereavement industry suppliers, is celebrating 20 years in the industry this year. It's the totality of what Teleshore can offer that has assisted them in earning this ranking, being able to supply grave shoring of many types including, telescopic and hydraulic shoring, artificial grass, walk-boards, lowering devices, grave covers, signs and lifting systems and everything else in between.

When the company first launched back in 1995, the directors' passion was that they would strive to offer the very best service they could to each and every customer. It's this standard of excellence coupled with genuine concern and care for their clients that has driven the company forward, ensuring that the Teleshore group is highly esteemed by both customers and

businesses alike.

The Teleshore group are investors in the truest sense, investing compassionate professionalism into each client, development into each employee and credibility to the company name. From this ethos of investing into the industry, partner businesses have been born, such as Gemini; specialists in crematorium supplies, coming second to none with a full stock of cremated remains storage solutions to pioneering infant cremation solutions adhering to Scottish legislation with purpose built solutions. Memsafe; a body of highly skilled professionals who undertake memorium inspection to ensure safety standards are met with excellence and Teleshore Contract Services, a team of highly skilled individuals that undertake all cemetery maintenance works as well as provide both singular and mass exhumation ensuring the highest level of professionalism, safety and most importantly dignity are at the forefront of all works undertaken. Cemetery Training Services is an educational training programme devised by Teleshore to provide first class training in all aspects of cemetery safety and maintenance.

For more information on the Teleshore group's services call 01495 211109 or visit www.teleshoregroup.com



Toltec

Toltec are a leading, award winning company; that design, implement and support information systems. Building on the experience gained from over 15 years in commercial IT; Toltec grew quickly by focusing on the real business needs of their clients and compliment this service by providing high quality support for the everyday running of IT systems in business.

This simple approach, ensures a very high client retention rate. Today, Toltec are a thriving highly skilled IT network infrastructure business, dedicated to the use of leading edge technologies, helping all our clients manage and grow their businesses effectively. Toltec have particular specialist skills in HP clustered solutions, virtual infrastructure, ERP Infrastructure. System migrations, virtual private networks (VPN), disaster recovery and high availability network infrastructure. Toltec can now also provide 'Cloud Computing' solutions from its Data Centre's facilities; from real-time online disaster recovery systems to fully hosted solutions which can save organisations up to 60% of their annual I.T budget.

Phone: 0845 257 4447 Fax: 0845 257 4446

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Unison

UNISON is Britain and Europe's biggest public sector 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, the NHS, the police service, colleges and schools, energy industries, transport and the voluntary sector.

UNISON provides negotiating and bargaining support for our 850,000 members who work in local government. This includes people working for local councils, schools, voluntary organisations, housing associations, the probation service 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/>



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UX Energy Services (UX) is a leading and independent provider of energy consultancy services including:

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We provide our national and international clients with a single site centre of excellence that meets all their service requirements and puts their interests first. With a staff of 500, we are ranked by independent assessors among the top UK law firms. Both the Firm and our lawyers are recognised independently as leaders in their fields with almost 90% of our partners ranked as "leading individuals in their field" in the last edition of Chambers & Partners Guide to the Legal Profession.