

# apse service awards 2017



Kindly sponsored by:



# Contents

<b>Evening programme</b>	<b>3</b>
<b>Service award categories</b>	<b>4-5</b>
<b>A guide to the annual service award finalists 2017</b>	<b>7-40</b>
<b>Service award sponsors</b>	<b>42-51</b>

---

To request photographs from tonight's event, email [vstarmer@apse.org.uk](mailto:vstarmer@apse.org.uk)

For details on how to enter the 2018 service awards, contact Laura McNab at [lmcnab@apse.org.uk](mailto:lmcnab@apse.org.uk)

For exhibition and sponsorship opportunities at any APSE event, email Matt Paton at [m.paton@spacehouse.co.uk](mailto:m.paton@spacehouse.co.uk)



# Evening programme

**19:00 Pre dinner drinks reception**

**19:30 Annual dinner commences**

**20:45 Comfort break**

**21:00 APSE Annual Service Awards 2017**

**22:00 Evening entertainment**

---

## Note of thanks

APSE would like to extend a special note of thanks to Oxford City Council along with APSE's National Chair Cllr Simon Letts and National Secretary, Rachel North, for their support in bringing the seminar and awards together in Oxford, and bringing to fruition the wishes of the late Cllr Van Coulter, to host the event in the place he came to call home.





# Service award categories and sponsors

## **Best Workforce Initiative**

Kindly sponsored by UNISON



## **Best Housing, Regeneration or New Build Initiative**

Kindly sponsored by CAMMS



## **Best Efficiency and Transformation Initiative**

Kindly sponsored by Alliance Leisure



## **Best Health and Wellbeing Initiative**

Kindly sponsored by UNISON



## **Best Public / Private Partnership Working Initiative**

Kindly sponsored by GS Plus



## **Best Collaborative Working Initiative**

Kindly sponsored by Cormac



## **Best Commercialisation and Entrepreneurship Initiative**

Kindly sponsored by Public Power Solutions



## **Best Community and Neighbourhood Initiative**

Kindly sponsored by Secured by Design



## **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 and Building**

Kindly sponsored by BF People



**Best service team: Catering**

Kindly sponsored by Elegant Cuisine



**Best service team: Facilities Management and Building Cleaning Initiative**

Kindly sponsored by Kingdom



**Best service team: Highways, Winter Maintenance and Street Lighting**

Kindly sponsored by WJ Group



**Best service team: Transport and Fleet Maintenance**

Kindly sponsored by Brigade Electronics



**Best service team: Waste Management and Recycling**

Kindly sponsored by Enevo



**Best service team: Street Cleansing and Streetscene**

Kindly sponsored by De Montfort University



**Best service team: Parks, Grounds and Horticultural**

Kindly sponsored by Amazone



**Best service team: Cemetery and Crematorium**

Kindly sponsored by Anglia Research



**Best service team: Sports, Leisure and Cultural**

Kindly sponsored by i2o Ltd



**Best service team: Environmental Health, Trading Standards and Regulatory Service**

Kindly sponsored by Startraq



**Overall Council of the Year**

Kindly sponsored by Yotta





# YOTTA

FROM DATA TO DECISIONS

THE FUTURE  
IS HERE...

 **ALLOY**

Connected Asset Management

To find out more, please contact:

**T:** +44(0)1926 319 600

**E:** [contactus@yotta.co.uk](mailto:contactus@yotta.co.uk)

**W:** [www.yotta.co.uk](http://www.yotta.co.uk)

# A guide to the finalists

## Best Workforce Initiative

### Active Tameside

#### ***Championing Workforce Diversity through introducing a Supported Internship Programme***

The Supported Internship programme coaches young people (16-24) with a disability or additional needs into employment.

Active Tameside offer a unique, safe and engaging environment enabling young people to grow in confidence and learn transferable skills. The programme provides interns with a wide variety of opportunities to gain valuable work experience and each year aims to progress at least 50% of interns into paid employment or a voluntary role.

### City and County of Swansea

#### ***Corporate Building & Property Services***

Recognising best practice is sometimes overlooked internally and even more so within a multiple layered organisation. Frequently we look outward for that illusive “silver bullet” to improve our ever evolving services to meet customer expectations. Swansea Council aims to reverse this trend by replicating best practice across all its service provisions. The launch of an Authority Wide Apprenticeship & Traineeship Strategy will magnify the impact of future “fit for purpose” resourcing, offering equality and inclusion.

### Manchester City Council

#### ***We Train, We Serve, We Deliver***

Manchester Fayre catering teams prepare

over 27,500 school meals each day, encouraging and promoting healthy school meal choices with young people across the city. Underpinning the excellent service is a comprehensive training and succession planning programme that promotes staff development, achievement of qualifications and a philosophy of ‘growing our own wood’. Manchester Fayre also offers a unique placement opportunity for nutrition students, where they can apply their knowledge to ‘real life’ situations, thereby supporting the health of Manchester residents.

### North Ayrshire Council

#### ***Good to Great***

North Ayrshire Council’s Facilities Management Team is committed to the Council’s ‘Good to Great’ journey. We are focused on delivering the best services for the people of North Ayrshire. As part of the commitment to tackle unemployment across the locality and especially youth and hard to reach groups, Facilities Management has worked with our Economy and Communities team and Ayrshire College to develop certified positions, either as a Modern Apprentice or Paid Work Experience, unique to the industry in local government.

### Nottinghamshire County Council

#### ***Becoming an LGBT- inclusive organisation***

Nottinghamshire County Council has embedded its core value ‘treating people fairly’ into the organisation and transformed workforce attitudes and behaviours

towards LGBT (Lesbian, Gay, Bisexual and Transgender) inclusion in terms of employment and service delivery. In 2014 the Council was ranked only 307th out of 369 employers by Stonewall but by 2017 had moved to 51st out of 439 with plans for further improvement.

## **Salford City Council**

### ***The Salford Way: a new approach to transformational service redesign***

Salford City Council has pursued a wide-ranging workforce development programme as part of its transformation efforts. This initiative has stretched across the organisation and embraced innovative ways of working, including behavioural change, co-production and digital by default service redesigns.

The council's workforce has led the development programme, with self-directed teams encouraged to bring about changes directly. The council has worked hard to ensure that the programme creates opportunities across throughout the organisation, including in frontline workers.

## **Sandwell Metropolitan Borough Council**

### ***See Something Do Something – Safeguarding is Everyone's Business***

In June 2015, the highly successful "See Something Do Something" campaign was launched within our Neighbourhoods directorate. This ambitious project aimed to train every member of staff to recognise and report any safeguarding concerns, develop an internal process for reporting and encourage more joined up working with our partners in Children's Services and Adult Services.

Since going live in September 2015, 655 safeguarding concerns have been reported which has resulted in our most vulnerable citizens being protected or supported.

## **Best Housing, Regeneration or New Build Initiative**

### **City of Bradford Metropolitan District Council**

#### ***Clergy House/Jermyn Court***

A blend of old and new the renovation and conversion of a long term empty and dilapidated, Grade II listed building and the development of a new build state of the art facility on an adjacent brownfield site. This has helped to create 18 self contained flats, offices and activity space providing much needed temporary housing accommodation and support for homeless people.

### **Derry City and Strabane District Council**

#### ***The Regeneration of Brooke Park***

The Regeneration of Brooke Park (The 'People's Park') has transformed 20ac of historic parkland (Est. 1840) into a much loved green space. The project was funded (£5.6m) by DCSDC, DfC and the HLF. It opened in September 2016.

The restored Victorian landscape includes; boundary walls, paths, planting, the Oval Pond, Listed Gate lodge & Statue. In addition: Play Garden, Gwyn's Café Pavilion, Outdoor Events Area, 3g Pitch, Contact Sports Centre and a Horticulture Training Centre, within a stunningly restored landscape.



## **Fife Council**

### ***Fife Council Building Services***

Fife Council delivered one of the largest New Build social housing programmes in the UK in May 2017 with 2700 new homes built.

Fife Council Building Services is established as the Council's Maintenance Contractor employing over 1000 people in construction disciplines. BS are constructing new homes to silver standard with our in-house teams and will have completed 400 new homes as part of the 2,700 for Fife Council by May 2017

## **North Lanarkshire Council**

### ***Empty Homes Purchase Scheme***

North Lanarkshire Council's Empty Homes Initiative is delivering results by breathing life into vacant, derelict properties across North Lanarkshire and turning them into homes for local people. 81 empty properties have been bought back into use under the scheme which involves us buying long-term privately owned empty properties, in high demand areas, and renting them out to tenants. The project aims to contribute to the improvement of town centres and communities by bringing empty properties back into use.

## **Reading Borough Council**

### ***Phoebe Cusden House***

Reading's ambition is to provide choice for residents. We recognised that following an extensive consultation we needed to increase our housing options for residents with support needs. We embarked on a project in partnership with the HCA to deliver a state of the art facility that would

deliver new homes. We believe these new homes will help support residents to live fulfilling lives, allowing them privacy and the independence they craved combined with care and support on site.

## **Stockton on Tees Borough Council**

### ***'Enabling independent living'***

Here in Stockton we work hard to ensure that all members of our local community have access to good quality, secure housing. Having identified that housing options were limited for our residents with a learning disability, we set ourselves a target of securing more of the 'right accommodation in the right place'. Successful partnerships coupled with the effective use of our own assets has enabled the development of new housing, located and designed to meet current and future needs.

## **Tower Hamlets Council / Swan Housing and GLA**

### ***Blackwall Reach Regeneration Project***

The Blackwall Reach Regeneration Project is transforming a key area of the East End of London by creating over 1,500 much needed new homes, an expanded school, commercial premises and community facilities amongst other economic and social benefits.

High quality homes, built to London Housing Design Guide standards will provide a mix of tenures. Exceptionally, over 50% of the housing is of affordable tenure over 50% of which are for larger families in response to local needs.

## **YES Energy Solutions / North Lincolnshire Council**

### ***North Lincolnshire Park Home Insulation Scheme***

North Lincolnshire Council and YES Energy Solutions are improving the thermal efficiency of Park Homes – some of the UK's most inefficient housing stock.

Historically Park Homes have not benefited from mainstream support. To address this, a targeted scheme was implemented using blended funding sources to help fuel poor and low income residents improve the look and feel of their properties.

To date over 60 (now cosy) Park Homes have been transformed through insulation improvements, helping householders slash their energy bills.

## **Best Efficiency and Transformation Initiative**

### **Bolton Council**

#### ***Transforming Attitudes and Behaviour towards Waste Management and Recycling***

Bolton Council has recognised that delivering front-line operations in isolation is no longer viable and more holistic, transformative approaches, prioritising behaviour change and citizen engagement, are the way forward. The council has therefore taken a sustainable approach to waste management underpinned by 3 distinct elements: waste management initiatives; education and enforcement, and community and volunteer involvement. This has driven behavioural change in the community resulting in ambitious savings targets being exceeded and valued services being safeguarded from budget cuts.

## **Cambridgeshire County Council**

### ***Cambridgeshire Adult Early Help***

In April 2016 Cambridgeshire County Council established our Adult Early Help team. Its aim is to work in a person centred way with adults requesting help and support who would previously have been assessed through our long term care teams. Using a strength based approach with no barriers to access we supported 3511 people. 21% were referred for statutory care assessments and 79% were supported to remain independent through reablement care, equipment provision and partnership arrangements with the voluntary sector.

## **Conwy County Borough Council**

### ***Environment, Roads and Facilities Service Transformation***

Environment Roads and Facilities was created by integrating 3 very large frontline services into one streamlined modern service that would be sustainable and well placed to deliver significant cost savings whilst simultaneously improving service delivery.

In a very short space of time, this new service delivered £15m of efficiency savings and brought about significant improvements in service quality and delivery, which set the direction for Conwy Council's approach to modernisation.

## **Fife Council**

### ***Voids Turnkey Model***

By developing and implementing our Voids "Turnkey Model" Fife Council has significantly improved voids performance in the last year from 47 days to 26 days. This reduction in timescale now means our

customers access their new homes quicker, Fife has fewer long term voids and we have realised a £318,000 reduction in rent loss that can be used for re-investment. Our new operating model has reduced the number of people involved in the complete process and provides effective voids governance.

## **Kingstown Works Ltd**

### ***Transforming the City***

Kingstown Works Limited (KWL) is a Hull City Council (HCC) wholly owned company. KWL embarked upon the transfer of the HCC Street Lighting function in September 2012 and have dramatically and positively transformed the service.

KWL have proven that with the right enthusiasm, drive and energy a failing service can become a leading light within a short period of time and deliver high levels of performance to the satisfaction of both customers and clients in Hull, City of Culture 2017!

## **North Ayrshire Council**

### ***Transformation & Continuous Improvement Programme***

It's good to be part of something great! The Corporate Transformation and Continuous Improvement Programme at North Ayrshire Council, lead by the Change Team, fosters an environment of change and innovation. Through team working and staff empowerment. This is underpinned by our staff values of 'Focus, Passion and Inspiration'. Over the last four years, by harnessing the power of our people and lean methodology, North Ayrshire has embarked on a lean transformation expedition delivering efficiencies and improvements to our services.

## **Selby District Council**

### ***Better Together Programme***

The Better Together Programme enables shared expertise, intelligence and leadership between North Yorkshire County Council and Selby District Council to achieve the best possible outcomes to all customers in the locality.

The Programme consists of four work streams:

- Customer and Community
- Smarter Working
- Regeneration and Investment
- Integrated Services

Benefits:

- Cashable savings
- Sharing of back office services
- Joined up delivery of community services
- Shared digital platforms
- Co-location opportunities

## **Tower Hamlets Council**

### ***Quick Response Project***

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 many exciting projects and create new direct communication channels that has shaped a new style of interacting.



## **Waveney District Council**

***“I love it when a plan comes together”;  
enhancing customer experience and  
reducing costs through channel shift.***

Waveney District Council recognised that with changes in technology and customer expectations, combined with a challenging financial environment, a drive for channel shift was needed.

To achieve this, it relied on having the technology in place and that the customer service team were motivated, engaged and supported to make this transformation a success.

This initiative has achieved an improvement in customer experience, reduction in costs, laid the foundations for future development and the team were involved throughout!

## **Best Health and Well-being Initiative (inc. Social Care)**

### **Blaby District Council**

#### ***The Lightbulb Programme***

The Lightbulb Programme is a collaboration between the County and District Councils in Leicestershire. Together we are transforming practical housing support; moving away from a historically fragmented set of services towards a new, integrated and wider housing offer which will fully embed housing support in health and care pathways.

## **Bournemouth Borough Council**

***LiveWell Dorset – using customer relationship management technology to deliver behaviour change at scale***

LiveWell Dorset is an integrated health improvement service for 800,000 residents living in the Dorset, Bournemouth and Poole areas.

The service provides telephone and face-to-face health coaching to support people to quit smoking, be more physically active, lose weight and drink less alcohol. What sets this service apart is the innovation that we have applied in developing a customer relationship management solution built around an evidence-based behaviour change model.

## **Gateshead Council**

***You are Not Alone – Supporting Independent Service are here for you***

The Supporting Independence Service is a newly transformed service with a team of dedicated staff who help Gateshead's elderly community with the jobs they can't manage alone. Our customers receive the service as often as needed and have a reliance on our service to help them to remain living independently in their own home. They have a regular support worker who gets to know them personally, often providing the only emotional support that many of our customers have.

## **Manchester City Council and Pennine Acute Hospitals NHS Trust**

***Integrated health and care excellence in north Manchester***

The Community Assessment Support Service (CASS), a new integrated service

delivery model was developed in partnership by Pennine Acute Hospitals NHS Trust, Manchester City Council and North Manchester CCG. The service was co-identified, co-designed and co-produced. It embedded a learning culture that has developed capability, capacity and confidence to work together. The outcome; impressive results; improved flow of customer information and resources between health and social care that has driven up quality and productivity across primary, acute and social care.

## **Powys County Council**

### ***Older People Accommodation, Our vision for the future***

Using evidence and predictive analytics, Powys have been able to understand the current and future accommodation needs of the ageing population. Capturing stakeholder engagement feedback and collating 50+ datasets have helped to produce a 'live' matrix which can be refreshed regularly. The community area weighted scores enable the viewer to understand whether the community is under or over provided for.

## **Rotherham Metropolitan Borough Council**

### ***Active for Health – improved wellbeing for people with long term conditions***

The Active for Health research project uses a multi-agency approach to deliver system wide changes to improve the health and wellbeing of people with long term conditions. It does this by linking rehabilitation services to long term physical activity opportunities. The evident success of the programme includes, increased patient physical activity rates, improved

quality of life and health outcomes. There has also been a notable improvement in partnership working across the health and wellbeing system which benefits staff and patients.

## **Stockton on Tees Borough Council**

### ***The Improving Pathway of Care for Dementia Scheme***

The Improving Pathway of Care for Dementia scheme aims to work closely with local partners to improve the quality of services provided for people with dementia (PWD) and their carers and create a positive, informed and supportive environment around dementia in Stockton-on-Tees. The dementia house of care model places the PWD in the centre of service design while the co-ordinated pathway allows collaboration of partner organizations to deliver integrated care enabling PWD and their carers to live well with dementia.

## **Stockport Homes**

### ***'H4' Helping the homeless into housing***

Since 2015, 'H4 Hospital' has culturally and practically transformed the way people with complex medical, social and housing needs are supported in the community.

As well as supporting customers from hospital to home and reducing re-admittances, the service has embedded cross-sector working through effective housing/health information sharing and training for hospital staff and medical students.

This innovative work has helped save £1.2 million to public services, as well as transforming the lives of over 280 people it has helped.

## **Best Public / Private Partnership Working Initiative**

### **Aberdeen City Council**

#### ***Reviving Seaton Park***

Seaton Park is a much loved treasure on the banks of the Don to the north of the City. The 27 hectares of the park includes formal flower beds, a walled garden, mature deciduous trees, open green spaces, a wildlife wetland and a children's play park.

With increasing financial pressures over a number of years the Park was in need of investment which has been achieved through partnership working with a new Friends group, extensive community engagement and external funding.

### **City of Bradford Metropolitan District Council**

#### ***Partnership working in the Delivery of Markets and market activities across Bradford and its District***

The Council values the role of markets in Bradford and provided the Market Service with a dedicated reserve fund generated from its annual market surpluses (£400,000 per year) which is used to reinvest into the markets portfolio.

This has resulted in an increase in its trading operating surpluses and enabled the Markets Service to develop strong and productive working relationships with its Tenant Associations who see the rents paid by tenants being reinvested back into the business.

### **Calderdale Council**

#### ***Calder Valley Response***

On Boxing Day 2015, Calderdale was the UK's worst affected Borough from flooding following sustained and heavy rainfall. Over 2,000 homes in the Calder Valley were badly affected and over 1,000 businesses were also hit. Bridges collapsed disrupting communications. Several electricity substations failed causing power cuts across the valley. In the face of such disaster the community and flood partner agencies came together to put in place steps to reduce the impact of any future similar scenarios.

### **Cordia (Services) LLP**

#### ***Cordia Stairlift Partnership Working***

In November 2010, Cordia initiated and was awarded the largest contract of its kind in Europe for the purchase, installation, removal, reactive repair, planned preventative maintenance and asset management of domestic stairlifts, passenger through-floor lifts and step and incline wheelchair platform lifts.

Initially working in partnership with six local authorities across Scotland the contract has since expanded to provide technical expertise, dedicated IT systems, fully trained customer support and ensure best practice across thirteen local authorities.

### **Hull City Council**

#### ***Hull Fruit Market - Hull's vibrant & unique cultural quarter***

Partnership working drives the transformation of Hull's Fruit Market. Local developers Wykeland Limited and Beal Homes, working with Hull City Council, are



phase by phase delivering a new digital and creative arts quarter from stalled and abandoned development sites and dilapidated warehouses. Challenge after challenge is being overcome; flood defence mitigation, negative appraisals, abnormal construction and conservation area restrictions, all by working together through an innovative, joint venture LLP. The result is Hull's modern, vibrant and unique Fruit Market.

## **Stockton on Tees Borough Council**

### ***Yarm Library Partnership***

Stockton Borough Council's public library service has forged an innovative partnership with the Newcastle Building Society to share its refurbished branch library in Yarm High Street. Re-utilising a less used part of the library, the Newcastle Building Society now offers a counter service as well as financial advice and support alongside a modern self-service branch library incorporating an accessible reading garden. The partnership has brought together different audiences in an attractive and exciting space which has already outreached expectations.

## **Veolia Watford**

### ***Watford Borough Council and Veolia Partnership***

Watford Borough Council and Veolia - a partnership fully committed to delivering exceptionally high quality, sustainable service across household waste, recycling, street cleansing and grounds maintenance services across Watford. Our collaboration is well known for its consistent high performance and service improvements since it first formed in July 2013. The services provided by Veolia and Watford

Borough Council contract improve the lives of local people by creating social value and delivering efficient services that benefit local and wider environments.

## **Wyre Council**

### ***It's not just a load of old rubbish – we do care – the journey to success!***

The team began its journey in 2010 when service satisfaction was low and pressures on budgets commenced a new contract, new service providers – our partners Veolia, we now place an emphasis on a quality service. This partnership has turned the service around, key performance indicators improved upon each year, direct savings to the Council of over £1.4 million per annum, customer satisfaction boosted and the engagement and commitment of the frontline workforce remarkable.

## **Best Collaborative Working Initiative**

### **Aberdeen City Council**

#### ***Syrian New Scots Partner Group - Partnership Working Beyond Boundaries***

The Syrian New Scots Partner Group is a collaboration between Community Planning Aberdeen (CPA) partners that spans across the third sector, faith communities and Universities in order to welcome, resettle and integrate Syrian New Scots in the City of Aberdeen. Chaired by Aberdeen Council of Voluntary Organisations (ACVO), the partnership has developed a community led and sustained volunteer effort that has not only served to welcome Syrian New Scots, but enriched the community itself and improved equality outcomes for all.

## **Argyll and Bute Council**

### ***Bute Welcomes Refugees – Argyll and Bute’s Syrian Refugee Resettlement Programme***

Argyll & Bute Council became one of the first local authorities to respond to the humanitarian crisis in Syria by agreeing to resettle refugee families through the Home Office’s Syrian VPR Scheme. Resettling refugees on a Scottish island was considered sceptically by some. However, the dedication, commitment, creative approach to problem solving by the Council, partner agencies and the local community has resulted in a programme held in high regard nationally and most especially by the refugees who have resettled here.

## **Blaby District Council**

### ***The Lightbulb Programme***

The Lightbulb Programme is a collaboration between the County and District Councils in Leicestershire. Together we are transforming practical housing support; moving away from a historically fragmented set of services towards a new, integrated and wider housing offer which will fully embed housing support in health and care pathways.

## **Bolton Council**

### ***Implementing the IRIS model in Bolton***

The Identification and Referral to Improve Safety (IRIS) is an early intervention pilot project that identified that GP’s and staff within surgeries are well placed to recognise, record and refer patients experiencing or have experienced domestic abuse and violence (DAV). Bolton Council is working in partnership with the Clinical Commissioning

Group (CCG) and commissioned Fortalice a local charitable organisation specializing in DAV to deliver the IRIS project to GP surgeries across Bolton with fantastic results.

## **Cordia (Services) LLP**

### ***EquipU***

EquipU is a service delivered by Cordia (Services) LLP on behalf of seven partner organisations. It is a customer focused aids and adaptations equipment provision service that provides a single point of access to a range of community equipment, on behalf of health and social care partnerships. The benefits of the collaborative approach is that the service has replaced the requirement for 19 individual stores and removed all of the costs and inefficiencies associated with this.

## **Derbyshire County Council**

### ***The Derbyshire School Holiday Food Programme***

This is a common sense approach to delivering a sustainable, collaborative working initiative between circa 60 partner agencies whose aim is to provide a Holiday Food Programme in a caring, nurturing environment, supporting the most vulnerable children and families.

The success is clear, driven purely by demand 6,266 children accessed the scheme in 19 venues across the authority, enjoying 1,064 breakfasts, 3,397 packed lunches and 2,850 snacks.

This is the “Derbyshire School Holiday Food Programme”.

## **North Ayrshire Council**

***Increasing circular economy opportunities by collaboratively developing reuse services to support the needs of local communities and deliver wider strategic objectives.***

North Ayrshire Council recognised the provision of new services to deliver enhanced reuse opportunities were required to fit with the waste hierarchy, promote resource efficiency and meet Scotland's Zero Waste Plan objectives. The innovative reuse project supports continued third sector growth by working in partnership to give furniture a new home through the collection and redistribution of residents' reusable resources and assisting families to furnish their homes. It also provides significant circular economy employment and training opportunities for unemployed residents.

## **Peterborough City Council**

***Trading Standards making a difference locally, regionally, and nationally***

Peterborough's response to the Syrian Vulnerable Persons Programme is one of dedication and collaborative working between the public and private sector, charities, faith and voluntary sectors to resettle some of the most vulnerable Syrian refugees. Key to its successes has been strong community spirit, partnership working and communication. In its first year Peterborough's delivery model has been showcased by the Home Office and Department for Communities and Local Government to share with other local authorities considering participating in the programme.

## **South Yorkshire Police and Crime Commissioner**

***South Yorkshire Victim Centre including Sexual Assault Referral Centre (SARC)***

The South Yorkshire Victim Service Centre was re-modelled from a de-commissioned Police Station it intends to be the start of a victim's journey to cope and recover, not the final stage of trauma. A collaboration between the South Yorkshire PCC, NHS England, South Yorkshire Police, Kier and victim support services. Phase one of the Victim Service Centre opened April 2016 delivering a new premise to offer forensic medical examinations, acute medical care and crisis support to victims of rape/sexual assault.

## **Stroud District Council**

***Stroud Rural Sustainable Drainage project. Working with communities, landowners and partners to reduce flood risk in the Stroud Valleys.***

The Stroud Rural Sustainable Drainage (Stroud RSuDs) project has been working with local flood action groups, communities, landowners and partners for three years to implement innovative measures to reduce flood risk, restore biodiversity and improve water quality in the catchment of the Stroud River Frome. The project is community focussed and local flood action groups, partners and landowners have lead roles in governance and delivery of the work.



# Commercialisation and Entrepreneurship Initiative

## Aberdeen City Council

### ***Aberdeen Hydrogen Bus Project***

Forming part of the £25m H2 Aberdeen Programme, The Aberdeen Hydrogen Bus Project (H2 Bus Project) was groundbreaking as the first multi-sector partnership spearheaded to deliver commercial scale sustainable transport. Along with key hydrogen industry bodies, private and public sector organisations formed a partnership to fund and deliver the world's largest demonstration of commercial hydrogen fuel cell buses; helping realise Aberdeen City Council's (ACC) strategic objective to become a world-leading city for low carbon technology.

## Birmingham City Council

### ***Building on the Past - Shaping the Future***

From the brink of being decommissioned, the Social Commercialisation of the service has led to consistent seven-figure annual returns to BCC during austere times, whilst providing excellent value for money for the schools and citizens of Birmingham.

We've cleaned up inefficient practices, developed unique products and services via our class-leading Development Kitchen and focused on developing trust through our USP as the only social caterer in town: 'Stakeholders NOT Shareholders' whilst maximising quality in delivery, income growth and penetration.

## Cheshire East Council

### ***The Skills & Growth Company***

The Skills & Growth Company is a newly formed 'arms length' company of Cheshire East Council. By aligning all the Council's skills and growth services together, the company was created to nurture the growth of people, businesses and the region. By adopting a unique entrepreneurial approach, across three areas of: skills and employment; innovation and growth; business support and investment; the company has delivered significant economic growth and created an innovative benchmark for other councils to follow.

## Dumfries and Galloway Council

### ***Commercial Contract Cleaning – "Where there's muck there's money"***

Enterprising DG Facilities Services was awarded a 4-year commercial cleaning contract with a local Social Housing Association landlord to clean all communal areas within their multi-occupancy dwellings. The contract covers over 50 communities across Dumfries & Galloway. The success of this contract being awarded enabled Enterprising DG Facilities Services to employ two teams of mobile cleaners to carry out this work throughout the region and to introduce new and innovative cleaning equipment and materials.

## Guildford Borough Council

### ***Asset Investment Strategy***

To address cuts in funding that local government is facing, Guildford Borough Council embarked on a strategy to invest in new suitable properties within the borough for two major reasons. Firstly, to increase

the income generated and, secondly, to stimulate and encourage business growth and development by investing in key sites for generation purposes. The Council's target was to increase annual income by £2 million from March 2012 to March 2018. By April 2017, we achieved and exceeded this target.

## **Kingstown Works Ltd**

### ***Ten Years On and Trading Strong***

KWL is a Hull business that is celebrating ten years of successful trading, operating as one of the region's leading building, repair and maintenance contractors.

Working across Hull and East Yorkshire and beyond, KWL vehicles have become a familiar sight, but many will be unaware of the Rocky Balboa-style story that has taken KWL from being the underdog to a well-respected champion in its field.

## **Oxford City Council**

### ***Creating a 'Commercial Culture' within a Waste & Recycling Collection Service***

Oxford City Council's Commercial Waste Collection Service has achieved outstanding external income growth and exceeded ambitious income and Council contribution targets. Through demonstrating their capacity and ability to develop, redefine and manage existing and new waste collection services, together with their risks, Oxford City Council has proven their commercial intelligence, entrepreneurship and desire to continually improve their customer's experience.

## **West Lindsey District Council**

### ***Council's innovative commercial venture connects people to job opportunities***

Over eighty people have been placed in work and more are set to follow – thanks to the efforts of an entrepreneurial council. West Lindsey District Council seized an opportunity to acquire a recruitment company.

It resolved an immediate staffing need, opened up a commercial opportunity and maximised the social benefit of creating more employment opportunities for local people.

It initiated the formation of a group structure of companies which would further progress the council's commercial ambitions.

## **Best Community and Neighbourhood Initiative (inc. Community Safety)**

### **City of Bradford Metropolitan District Council**

#### ***A multi-agency partnership initiative to tackle ASB issues created by revelers celebrating the Eid festivals.***

The Great Horton Road area in Bradford had become a centre for Eid celebrations, with people travelling from as far as Birmingham and Manchester. This densely populated area became a "magnet" for young people to congregate in their hired, flash, fast cars. Blasting their horns, driving at speed, creating traffic congestion. Drug dealing and inconsiderate parking was the norm.

Local businesses, Councillors, Residents groups, Police and West Area Co-Ordinators Office agreed to work in partnership to

reduce this reckless ASB.

## **Cheshire East Council**

### ***Cheshire East Participatory Budgeting for Public Health Outcomes***

Cheshire East Council Public Health and Communities Team have worked together to coproduce a local Participatory Budgeting (PB) model with our communities, which aims to co-commission 'community based' early intervention and prevention activities to improve public health outcomes. Our approach aims to empower, connect and build capacity within our local communities through the development of sustainable 'Local Community Networks'. Our local communities have been given the power to make the decisions regarding how our £400,000 grant funding has been spent

## **Harrogate Borough Council**

### ***My Neighbourhood***

The 'My Neighbourhood' Project is a clear indication of how, despite small budgets, collaborative working provides many community benefits and makes a real difference to people's lives. The project has provided a better understanding of the challenges faced by our communities and contributed to addressing these challenges. 'My Neighbourhood' delivers effective partnership working and creates new and stronger bonds with communities and other organisations, whilst creating healthier, more active communities, enhancing work readiness and lessening the risk of financial and social exclusion.

## **North Ayrshire Council**

### ***Increased Participation in Local Decision-making - Participatory Budgeting and Model for mainstreaming PB through library opening hours review***

North Ayrshire Council embarked on a radical approach where our communities co-designed and co-produced how the £1.2m of library budget for library opening hours would be allocated. Within the set budget for staff, buildings and utilities, communities prioritised where and when libraries would be open. This deep engagement and consultation of communities has involved them in powerful conversations about increasing equity by pro-actively targeting resources and activity. This provides the model for mainstreaming participatory budgeting across other Council services.

## **Stafford Borough Council**

### ***Community Steering Groups***

Due to a reduction in funding to Public Sector services which has resulted in withdrawal/reduced services Stafford Borough Council has altered its approach to ensure that residents still have access to support to help them live their vision of a good life. Our service provision now focuses on enabling and empowering the community to look after their own needs through the use of an Asset Based Community Development (ABCD) approach, by supporting and creating local resident-led steering groups to shape initiatives within their community.

## **Swale Borough Council**

### ***Making Swale a better place***

Swale Borough Council is very proud to have been in the vanguard by being the first UK local authority to implement the TiksPac scheme. We have responded to the concerns of our residents in an innovative and cost-free way and we are very proud to work alongside TiksPac and local businesses to keep Swale's paths and public spaces free of dog litter.

## **Waltham Forest Council**

### ***Enjoy Waltham Forest Village Schemes***

The Enjoy Waltham Forest 'Village' schemes are part of Waltham Forest's £27 million Mini-Holland funded programme of cycling and walking improvements. The objectives of the schemes were to reduce the amount of non-local residential traffic using the area, improve the local environmental, and therefore encourage people to walk and cycle more. Since being implemented, these objectives are being realised with environmental, health and social benefits to residents and an increase in the number actively choosing sustainable transport modes.

## **West Sussex County Council**

### ***Operation Watershed – Active Communities Fund***

2012 will be remembered as the year of extremes for communities in West Sussex. Record conditions so dry that drought orders were issued followed immediately by non-stop rain – June 2012's rainfall was 4 times greater than average.

The consequential flooding affected

communities across the county, impacting homes and business and damaging roads and highways. From such adversity came innovation in local empowerment, partnership working and innovation in community action. WSCC's Cabinet implemented 'Operation Watershed' incorporating the Active Communities Fund.

## **Best Innovation or Demand Management Initiative**

### **Aberdeen City Council**

#### ***MyChoice: Innovation in Customer Service***

Aberdeen City Council has transformed how tenants in Very Sheltered and Extra Care Accommodation order and pay for their meals. MyChoice replaces the traditional weekly paper menu for ordering meals with a tablet / touchscreen based menu. Tenants use a smartcard to check their balance, place an order and make payment online.

Tenants / representatives now pay in a flexible manner, only pay for the meals they order and receive balance alerts by text or email so they know what to pay and when.

### **Blaby District Council**

#### ***The Lightbulb Programme***

The Lightbulb Programme is a collaboration between the County and District Councils in Leicestershire. Together we are transforming practical housing support; moving away from a historically fragmented set of services towards a new, integrated and wider housing offer which will fully embed housing support in health and care pathways.

## **Bolton Council**

### ***The Introduction of Slim bins***

Bolton Council introduced a borough wide (123,000 households) engagement programme to exchange the 240 litre domestic waste bins for slimmer 140 litre bins. The aim of the project was to change residents' behaviour and divert waste from the residual waste stream and into recycling saving £1.25m in disposal costs per year. By the end of March 2017, Bolton Council has avoided waste disposal costs of over £2.2 million which have been used to protect the school crossing patrols.

## **Cambridgeshire County Council**

### ***Cambridgeshire Adult Early Help***

In April 2016 Cambridgeshire County Council established our Adult Early Help team. Its aim is to work in a person centred way with adults requesting help and support who would previously have been assessed through our long term care teams. Using a strength based approach with no barriers to access we supported 3511 people. 21% were referred for statutory care assessments and 79% were supported to remain independent through reablement care, equipment provision and partnership arrangements with the voluntary sector.

## **Dundee City Council / Tayside**

### **Contracts**

#### ***Retrofitted Automated Gritting Control Technology***

The Dundee Roads Maintenance Partnership (DRMP) has developed a

technology innovation to retrofit GPS enabled automated control systems to the existing winter fleet capability. Working in conjunction with software consultant Integrated Skills Ltd and a leading winter fleet manufacturer James Cuthbertson Ltd, the DRMP have implemented a retrofitted technology system to track and control spread rate in existing vehicles. The project has achieved revenue savings of 7% to the winter maintenance budget which represents a saving of £100,000 per annum.

## **Luton Borough Council**

### ***Sheds to Beds***

As a result of the increase in 'Right to Buy' activity over recent years local authorities need to look for innovative ways to make use of the receipts to deliver increased housing provision. The 'sheds to beds' project to convert ground floor storage facilities in Tower Blocks first came about through collaborative working between BTS, Housing Management and Finance and has enabled us to deliver much needed housing, make use of our Asset Management expertise and expend the receipts in a timely fashion.

## **Powys County Council**

### ***Older People Accommodation, Our vision for the future***

Using evidence and predictive analytics, Powys have been able to understand the current demand pressures in Powys and how these might be better provided for in the future through an older people's accommodation initiative. Capturing stakeholder engagement feedback and collating 50+ datasets have helped to produce a 'live' matrix which can be



refreshed regularly. The community area weighted scores enable the viewer to understand whether the community is under or over provided for.

## **Rochdale Borough Council**

### ***Striving for excellence, the Rochdale's Customer Journey***

Rochdale Borough Councils, Environmental Management service delivery strategy includes a commitment to improve the services provided and reduce costs.

To deliver these objectives a review of customer contact was carried out. The review identified, Predictable demand, Service failure demand (SFD) and the volume and cost of absorbing SFD.

Understanding serving demand was essential for the development of future targets, goals and the establishment of new service principles.

Final outcome was an improved customer journey and savings to the service.

## **Best Renewable Energy or Energy Efficiency Initiative**

### **Fife Council**

#### ***Bankhead Hydrogen Re-fueller***

This project was delivered between Fife Council's Building Services and Economic Development Service to secure funding to install, commission, and activate a new hydrogen gas dispensing unit at our main depot at Bankhead in Glenrothes.

This successful partnership has ensured that Fife Council now has the capacity to use hydrogen fuelled vehicles to carry out waste collection, building maintenance and

repairs throughout Fife, which will reduce carbon emissions and has cemented Fife Council as a leading green Scottish council.

## **Mid and East Antrim Borough Council**

### ***Energy Detectives – children tackle fuel poverty by unravelling mystery energy consumption.***

The Energy Detectives Primary Schools programme provides practical learning around energy use in the home with the help of an energy monitor. Pupils become members of an Energy Detectives team, taking part in fun activities that help them and their families identify potential 'energy thieves' in their homes and to discover just where energy is being wasted. It invites children to use their imagination, to develop technical skills such as reading, counting and discussion, and to become educators themselves.

## **North Ayrshire Council**

### ***Lighting Up North Ayrshire Responsibly (LUNAR)***

The LUNAR initiative emerged from the Council's response to increasing energy costs and legislative requirements for carbon emission reduction, but with a clear vision for reviewing Street Lighting Policies and utilising innovative control management systems and LEDs, not just to meet these challenges, but to support our ambitions that a sustainable lighting service could be retained and performance delivery improved. The Council also anticipated providing employment opportunities and imaginative opportunities for engaging with our customers in providing a lasting environmental legacy.

## **Nottingham City Council**

### ***Energy Efficient Historic Buildings***

In a bid to lower our carbon emissions and reduce our running costs Nottingham City Council's Energy Projects Service has been looking to invest and save to reduce the energy demand arising from our operations. Our heritage sites have been identified as key buildings to make savings. Working with our heritage teams, the Energy Projects Service has balanced the need between building conservation and energy conservation; safeguarding the buildings' fabric and atmosphere whilst introducing new technologies to reduce energy demand, reduce running costs and protect the environment for future generations.

## **Stockton on Tees Borough Council**

### ***Reducing fuel poverty through energy efficiency***

The Council has a proven history in improving home energy efficiency and reducing carbon emissions. Our passion is dovetailing this with tackling affordable warmth and improving health and well-being. Delivering over 25,000 interventions in recent years including energy advice, income maximisation, physical housing improvements and emergency measures has reduced domestic emissions by 17% in the last 12 months, removed 7,878 households from fuel poverty and saved residents £6.2m from energy efficiency measures. As one beneficiary describes "it's life changing help".

## **Swindon Borough Council and Public Power Solutions**

### ***Public Power Solutions' Chapel Farm Solar Park, for Swindon Borough Council***

A new and innovative use for an ex-landfill site: Chapel Farm Solar Park near Swindon, developed and built by Public Power Solutions for Swindon Borough Council, is helping create a cleaner, greener Swindon while supporting local community initiatives; it has enabled local people to invest and earn a tax-free return through the UK's first green energy Innovative Finance ISA; and it is providing a stable income for the Council, at a time when budgets have never been tighter.

## **YES Energy Solutions and Doncaster Metropolitan Borough Council**

### ***Doncaster Central Heating Scheme***

Doncaster Council's innovative Central Heating Scheme has helped 200 vulnerable households upgrade their heating facilities, reduce energy bills and improve health and wellbeing.

Working in partnership with YES Energy Solutions, the Council accessed a blend of funding to support residents living in fuel poverty.

The scheme focused on homes off the mains gas network without central heating. Referrals were also generated through a progressive Boilers on Prescription programme where residents were prescribed heating measures via health professionals, improving health outcomes.

## **Best Service Team of the Year – Construction and Building Service**

### **Bournemouth Borough Council** *Constructing Resilience*

Bournemouth Building and Maintenance is an innovative award winning service providing high quality design, construction and building maintenance to local people. We maintain the Council's 200 buildings, 5,000 homes and specialist facilities such as the seafront, parks, crematorium and schools. We provide services to the private sector through our commercial brand Seascape South Limited. Our ethos is building a better town through innovation, investment in training and apprenticeships, and striving to provide a world class customer experience for local people.

### **City and County of Swansea** *Building On The Foundations Of Success*

A successful history of performance management and efficiency initiatives placed Corporate Building and Property Services in an excellent position when faced with critiquing its own delivery model as part of the Swansea Council's wider programme of service reviews in 2016.

The review took six months to complete with the proposed outcome to transform existing in-house delivery being approved by Council in August 2016. Implementation commenced in September with a substantial financial target of £1.4m to be saved by 2019.

### **East Midlands Building Consultancy**

#### *EMBC Excellence in Building Control*

East Midlands Building Consultancy excels at providing a quality Building Control Partnership to the Lincolnshire and Nottinghamshire council areas of South Kesteven, Rushcliffe and Newark and Sherwood.

We are dedicated to protecting people and the environment and the team continuously strive to maintain and exceed the current high level of service and to be the best internal service team.

Our team vision is to be committed and motivated to share and provide our expertise for the benefit of all.

### **Kingstown Works Ltd**

#### *Delivering More for Less*

Kingstown Works Limited began trading in 2007 as a business wholly owned by Hull Council.

We wanted to make a difference and be the preferred contractor for our customers and clients. We knew it was going to be more than just providing outstanding services at low cost. We had to demonstrate a commitment to the residents of Hull and provide services which, by the nature of our actions, would begin to form a legacy and be of benefit to them.

### **North Ayrshire Council**

#### *Into the Void*

North Ayrshire Council recognised the need to maximise occupancy rates of its properties through effectively managing the void process. In order to improve,

the full process was reviewed, enabling performance to be the best in Scotland. The most recognised improvement is the void turnaround time which was 16 average days in 2015/16. A number of other local authorities have visited and adopted the working practices used in North Ayrshire.

## **West Lothian Council**

### ***Housing Strategy and Development Team***

Despite a small team of 19 members, of which 7 are part-time, West Lothian Council's Housing Strategy and Development Team achieved a number of outcomes in delivering new build housing and housing services which we feel has made a real difference to the lives of our residents. Our services include; the delivery of 1000 new build council houses, purchasing ex-council stock on the open market, providing Scottish Government Scheme of Assistance grants and extensive maintenance, regeneration and energy efficiency programmes.

## **Best Service Team of the Year – Catering Service**

### **Birmingham City Council**

#### ***Building on the Past – Shaping the Future***

From the brink of being decommissioned the Social Commercialisation of the service has led to consistent seven-figure annual returns to BCC during austere times, whilst providing excellent value for money for the schools and citizens of Birmingham.

We've cleaned-up inefficient practices, developed unique products and services via our class-leading Development Kitchen and focused on developing trust through

our USP as the only social caterer in town: 'Stakeholders NOT Shareholders' whilst maximising quality in delivery, income growth and penetration.

## **GS Plus**

### ***Incito***

GS Plus Catering Team under their new Incito brand created a new innovative way of providing quality school meals. The objective was to increase uptake and provide a real lunchtime experience.

Since its inception, the brand has taken the lead in initiatives such as Sugar Smart and providing Gold Food for Life accredited meals. Coupled with increased uptake of over 6% across the board, Incito have raised awareness and set the bar for other school caterers to follow.

## **Gateshead Council**

### ***Putting the spice back into School Catering!***

Gateshead School Catering has worked hard throughout the past year to standardise the service we provide, as well as looking at new ways of working and developing our menu. The service has taken a collaborative approach to ensure all views are considered when working on service improvements. We have continuously received feedback through various surveys to ensure that we are delivering the best service possible for our customers and allow us to retain our high customer satisfaction levels.

## **Manchester City Council**

### ***The Barlow High School: Team Work Wins***

After operating the catering in house for four years and troubled with financial and operational issues, the service at the Barlow High School returned to local authority caterer, Manchester Fayre. As a result of the team's hard work and dedication, the school has reported an increase in Free School Meal uptake by 27%, and paid meals by 60%, returning a profit to school circa £30K.

## **North Ayrshire Council**

### ***Everyday cook initiative***

This Everyday Cook initiative is a partnership within the council between facilities management who manage the school catering services and education and youth employment. The initiative involves taking one class each day into the catering area and involving them to help create a meal for the other pupils, as well as serving it.

Meals include Pizza, Soup, Salads, Vegetarian dishes and fresh fish. The process also involves maths (counting, measuring and weighing) science (recipe analysis) and geography (local provenance mapping).

## **Stockton on Tees Borough Council**

### ***Purely Innovation, Food to Fuel and Team Triumph***

Feeding children with severe special needs has always been a tricky one. The "let's have a go " culture in our teams is amazing, so working with specialist chefs on food for dysphagia sufferers has been a huge success, for the pupils and parents too - huge sense of pride! Food waste is now collected and recycled in partnership

with a local company. This links in with pupil theme days, education, cost savings and helping our planet - Result!

## **Best Service Team of the Year – Facilities Management and Building Cleaning Service**

### **Aberdeen City Council *Cleaning Service***

Aberdeen City Council's Cleaning Service is traditionally responsible for the core cleaning business of 193 Council properties. As was illustrated by their previous APSE Service Award success, the team are able to compete with similar service providers and indeed surpass them.

Moving forward to 2016-2017 the Service has increased commercial awareness, generating in the region of £300,000 profit, achieved through the introduction of new services including voids cleaning and the creation of response and trauma teams, in response to identified market demand.

## **Durham County Council**

### ***'Best Team? Now Even Better!'***

Direct Services has continued its strategy of improvement by investing in its internal cleaning team and innovative cleaning equipment, to ensure the highest possible level of cleaning standards.

Through evolving service delivery the Cleaning & Facilities Team have achieved the financial savings expected by the Council, and continues to provide an excellent Value for Money commercial service to external customers.



## **Rochdale Borough Council**

### ***Cleaning Team Rochdale Town Hall***

Rochdale Town Hall has a small but dedicated cleaning team that is responsible for ensuring that this grade 1 listed building is cleaned to the highest standards with minimal disruption to all users whilst safeguarding the interior décor of this majestic Victorian municipal building.

## **Stockport Homes**

### ***Caretaking Team at Stockport Homes***

The Stockport Homes' Caretaking Team delivers an excellent, commercially attractive and viable service, balanced with a strong commitment to supporting the community it serves.

Seeing team members as its key asset, it prioritises their development and empowers them to work flexibly to deliver exceptional levels of customer satisfaction. Engagement with residents, supporting local initiatives and keeping an eye out for people's welfare is one of the Team's unique qualities, and one of its main motivational factors.

## **Telford and Wrekin Council**

### ***Challenges of being a local Authority Service - Implementing Savings and Rebranding Cleaning Services***

Telford and Wrekin Cleaning Services (Let's Clean) and Help at Hand (a service to support the elderly to live independently in their own homes) are proactive services that are adaptable to managing change. The services have always seen opportunities to grow and develop, whilst supporting the council's priorities and budget pressures.

During the last year the services have

embraced new challenges following restructures, delivering savings, rebranding and marketing to compete with the private sector and introducing new services to customers.

## **Best Service Team of the Year – Highways, Winter Maintenance and Street Lighting Service**

### **Blackburn with Darwen Council**

#### ***Blackburn and Darwen LED Street Lighting Retrofit***

Blackburn with Darwen Council worked with its strategic partner Capita to retrofit 17,500 street lights with LED lanterns across Blackburn and Darwen.

This invest to save initiative is on track to create in excess of £8million in energy savings alone over the next 20 years with carbon savings in excess of 50,000 tonnes. The new lighting not only provides better visibility to help to reduce the amount of road traffic accidents, but also assists with the reduction of crime and anti-social behaviour.

## **Bournemouth Borough Council**

### ***Going the Extra Mile: Delivering Service Excellence***

Bournemouth Borough Council's Highway Infrastructure Asset Management (HIAM) Team manages 316 miles of urban highway network in one of the UK's premier tourist destinations. A key part of the highway service is working as an integrated team to communicate and implement best practice asset management, focusing on a preventative maintenance strategy

to deliver a whole asset management approach to the service. Adopting this approach delivers efficiencies, making our budgets go further, achieving value for money and high levels of service.

## **City and County of Swansea**

### ***Swansea's 48 hour Pot Hole Initiative***

Official statistics demonstrated City and County of Swansea had one of the best kept road networks in Wales, but the reputation on potholes amongst residents had been in a rut for years.

The Highways team's solution was an easy to use reporting mechanism that would guarantee a repair within 48hrs. Investment in this innovative, customer driven project has reaped mighty rewards both in terms of customer satisfaction and improved road conditions. The initiative has put the customer first.

## **Kingstown Works Ltd**

### ***Big City, Bright Lights***

Kingstown Works Limited (KWL) is a Hull City Council (HCC) wholly owned company. KWL embarked upon the transfer of the HCC Street Lighting function in September 2012 and have dramatically and positively transformed the service.

KWL have proven that with the right enthusiasm, drive and energy a failing service can become a leading light within a short period of time and deliver high levels of performance to the satisfaction of both customers and clients in Hull, City of Culture 2017!

## **North Ayrshire Council**

### ***Efficiencies in Service Delivery***

The challenge faced by North Ayrshire Council's (NAC)'s Roads Service is to demonstrate value for money whilst continually improving the service provided to our customers. To 'do more with less' we have achieved efficiency savings through innovative work practices and cross service working. The improvements made have resulted in significant savings, enabling an efficient and effective high quality service to be delivered to the benefit of our communities.

## **Best Service Team of the Year – Transport and Fleet Maintenance Service**

### **Fife Council**

#### ***Improvements in the Delivery of Fleet Management & Maintenance***

Fife Council is Scotland's third largest Council. We employ approximately 17,000 employees and provide 900 different services to over 365,000 people. Fife has to respond to ongoing financial and service delivery challenges while realising savings to reduce budget deficits. Fleet is an expensive element in delivering frontline services. Priorities include maximising vehicle utilisation, reducing the fleet size, fuel consumption and carbon foot print while continuing to introduce more low carbon vehicles making the Council fleet sustainable into the future.

## **GS Plus**

### ***GS Plus Passenger Services***

GS Plus Transport Services have been transporting children, older persons and vulnerable adults for over 25 years. The team have recently celebrated their diamond anniversary in providing meal services, in addition to providing coach hire services to over 5000 people annually and SEN transport to 200 children every day.

In December 2015, they tendered for and were awarded the Bromley Council Passenger Services contract taking over 18 additional transport routes, transporting a further 196 people every day.

## **North Ayrshire Council**

### ***Sustainable Business Travel “Grey turning to Green”***

Miles driven in private vehicles for business, known as grey fleet mileage, can be considered an ‘easy option’ for Council staff: the employee uses their own car and the employer processes the resulting mileage claim. However, neglecting to effectively manage the grey fleet can leave an organisation exposed to risk as well as unnecessary extra costs. North Ayrshire Council was keen to implement a progressive new travel policy to tackle grey fleet and encourage the use of low-emission vehicles.

## **Oxford City Council**

### ***Motor Transport***

Over the last year Oxford City Council has focused on strengthening its Motor Transport team to combat growing financial pressures through investment in technology, generating external income,

staff development and revised processes. With the growth of a new fleet system, a range of training plans, improved communications and customer involvement in the transport process the objective of creating a cohesive transport team and service has been achieved.

## **Stockton on Tees Borough Council**

### ***Linking Communities with Transport***

Stockton’s community transport service has always embraced change and actively sought opportunities to deliver efficiencies and improve quality. In line with this philosophy, Stockton has developed and delivered a new ‘hail and ride’ public bus service which has transformed the lives of many of its socially isolated residents. Two new wheelchair accessible vehicles ensure residents can access essential services, which also provides these residents with an enhanced quality of life and improved self-esteem which is a known consequence of social-isolation.

## **Best Service Team of the Year – Waste Management and Recycling Service**

### **Brighton and Hove City Council**

#### ***Brighton & Hove Pier to Peer Waste Service***

“City Clean” is an in-house Brighton & Hove Council waste & recycling service that is innovate, ambitious and creative and able to rise to the immense challenges faced by one of the country’s largest and most vibrant cities. Whether it is responding to the 12 million visitors each year, the miles of stunning coastline, an energetic night time economy or having United Nations

Biosphere status for our National Park, the challenges are huge but so too are the rewards.

## **City and County of Swansea**

### ***Behavioural Change - Making it hard not to Recycle***

Kerbside residual restrictions had been very successful, but needed to be complemented by residual restrictions at Household Waste Recycling Centres (HWRCs) and an expansion of the reuse of goods. The solution was to seek community engagement and recycling behavioural change in the home to prevent residual waste being created in the first place.

We achieved this through converting three HWRCs to Recycling Centres Only, prohibiting recyclables from residual skips in our remaining two HWRCs, and expanding our Reuse Shop.

## **East Riding of Yorkshire Council**

### ***Recycling success through dedicated team work and positive public engagement.***

East Riding of Yorkshire Council's waste management teams continually develop their effective and easy to follow recycling system for residents. Their commitment, pro-activity and ambition encourage and enable residents to easily reduce and recycle waste. The authority has now risen to second place in recycling rankings for England, with a recycling rate of 66.1%. A campaign encouraging residents to further reduce and recycle food waste is currently underway, to further reduce disposal costs and increase recycling.

## **Guildford Borough Council**

### ***Fleet and Waste Services Manager***

Guildford Borough Council's Waste and Recycling Team are focused on ensuring that they are operating at their most efficient while achieving the highest levels of service. With an independently assessed waste and recycling services satisfaction rate of 97% and a high recycling rate of 59.5% and rising, they continue to buck the national trend.

Following significant service updates they are tackling the challenging elements and introducing new income generating services to ensure that they are commercially competitive for the future.

## **North Ayrshire Council**

### ***Empowering the workforce to deliver improved supply chain relationships whilst delivering high performing reimaged leaner waste and recycling services which support improved local outcomes.***

In 2016 North Ayrshire Council's Waste Resources service delivered more resilient services, improved systems and processes, whilst protecting local environments and helping local communities flourish. Upskilling, focusing and inspiring our workforce to be more passionate has delivered a culture of ownership and supply chain relationship improvements. Staff accept responsibility to develop and provide reimaged leaner services with improved local outcomes, through strengthened local partnership collaborations, whilst continuing to deliver high performing waste and recycling services.

## **Stirling Council**

### ***Internal Service Team of the Year – Waste Management and Recycling Service***

Stirling Council has embarked upon an ambitious transformational change journey. In Autumn 2016, an alternative delivery model for Stirling's Waste Collection Service was introduced including implementation of a flexible container system, procurement of 9 high specification RCV's and new working patterns and practices, allowing us to achieve service improvements at a reduced cost. As a service, we encountered and overcame many challenges on our path to success and are proud of the innovative and industry leading service we have created.

## **Wakefield Council**

### ***Improving performance and customer satisfaction whilst delivering efficiencies***

Wakefield's Waste and Recycling Services have become accustomed to challenges. Over the last 15 years we have continued to improve services to our customers whilst delivering best value with less resource; this has not always been easy but we have done it! We are proud of the package we now offer; quality services valued by our residents with good customer care. Working together in new ways to align service delivery and efficiency is at the heart of this team, and this approach will allow us to meet our future challenges with a determination that will ensure our continued success.

## **Warwickshire County Council**

### ***Warwickshire County Council Waste Management Group***

Since winning this APSE category in 2016, Warwickshire County Council's Waste Management Group has notched up THREE more national and international award titles – and reinforced its reputation for innovation, improvement and efficiency. Undisputed as the sector's most highly-decorated waste authority, Warwickshire's waste team is breaking new ground, establishing best practice and delivering significant savings through an innovative food waste recycling campaign. Featured as a RWM 2016 case study, the new initiative has helped Warwickshire achieve a trend-bucking 54.1% recycling rate.

## **Wyre Council**

### ***It's not just a load of old rubbish – we do care – the journey to success!***

The team began its journey in 2010 when service satisfaction was low and pressures on budgets commenced leading to 2012 a new contract in 2012, with new service providers Veolia. We now place emphasis on a quality service. This partnership has turned the service around, key performance indicators improved upon each year, direct savings to the Council of over £1.4 million per annum, customer satisfaction boosted and the engagement and commitment of the frontline workforce remarkable.



## **Best Service Team of the Year – Street Cleansing and Streetscene Service (Public Realm)**

### **Dorset Waste Partnership**

#### ***Dorset Waste Partnership: Beach Cleaning Team***

The Dorset Waste Partnership's Waste and Cleansing Team is responsible for looking after the award-winning Weymouth Beach, including its esplanade and surrounding areas.

The team works tirelessly seven days a week to keep the beach clean and free from litter, while also ensuring that bins are emptied regularly, one-off incidents are dealt with quickly and roads and pavements are kept tidy and safe for residents and visitors, who are vital to the local economy.

### **Gedling Borough Council**

#### ***GBC Litter Heros***

Increasing demands being placed on a resource stretched street cleansing department at Gedling Borough Council resulted in the formation of an environmental task force. The aim of this task force was to increase residents' pride in their neighbourhoods, and to ensure efficient use of resources to maximise capacity.

Areas of social deprivation were identified as demanding a disproportionate amount of street cleaning resources. A number of initiatives have been introduced to tackle the challenge that the street cleansing department face, specifically focusing on these areas of poor social conditions.

### **Guildford Borough Council**

#### ***Doing more with less***

Guildford's Street Cleaning Team have undergone a significant restructure and have emerged as a fitter, stronger service. Adopting greater partnership working with a range of partners, including social enterprises like the Glade Project, and new skills ensuring that the local community receives a better service than ever before.

Throughout the changes, the resilient team have pulled together and have delivered improvements ensuring that they work more efficiently and increase income to provide a more financially sustainable future for the service.

### **North Ayrshire Council**

#### ***North Ayrshire Council Environmental Enforcement Team***

North Ayrshire Council has a Key Priority to 'Protect our environment for future generations' and for a 'cleaner and greener North Ayrshire'.

The Council's Streetscene Team has a Litter, Fly-tipping and Dog Fouling Prevention Strategy to make North Ayrshire tidier, cleaner and more attractive for both local residents and visitors.

The introduction of the strategy has resulted in less environmental crime, a reduction in costs and better outcomes that have been welcomed and supported by our communities.

### **North Lincolnshire Council**

#### ***Clean Streets – Waste Pilot***

The Clean Streets Waste Pilot is an initiative to promote improved working within the

council.

The shared vision is for the community to have clean streets, clean public spaces and clean and tidy gardens. We have improved working relationships between staff in Highways and Neighbourhoods, Waste Management and Environmental Health for the benefit of the local community.

With our support residents are seeing real improvements in environmental cleanliness in the area.

## **Oxford City Council**

### ***A Clean Green Street Cleansing Team delivering a World Class Cleaner Greener City***

Oxford City Council Streetscene has succeeded in their commitment to maintaining and even improving statutory standards despite external market forces, reductions in funding and a growing population putting a strain on existing service provision.

Through smart budgetary control, complimented by an aggressive income generation programme and overall service development the service has made another step closer to becoming a World Class service to deliver a World Class City, which is a key corporate priority.

## **South Tyneside Homes**

### ***Area Management a new approach***

South Tyneside Homes (STH) is the Housing provider (ALMO) for South Tyneside Council (STC), this partnership has recently changed the way that street cleaning, cleansing and grounds maintenance is approached and delivered.

A new tenure blind Area Management team was implemented which provides a “right first time” approach to cleansing and area management and improve the overall appearance of the borough. This has brought about a significant change in how the ALMO and local authority engages in the community.

## **Best Service Team of the Year – Parks, Grounds and Horticultural Service**

## **Aberdeen City Council**

### ***Environmental Services***

Aberdeen City Council’s Environmental Services is a determined, hard working and successful service.

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

The biggest change and key to the recent success is the way the service embraces and celebrates partnership working. The service sees strong partnerships and collaboration as the key elements to delivering strong and successful front line services.

## **Antrim and Newtownabbey Borough Council**

### ***Local Gem to National Treasure***

The team at Antrim Castle Gardens (ACG) have achieved transformational change through their passion, enthusiasm, talent and effective partnership working and turned Antrim Castle Gardens (ACG), a local gem, into a national treasure, achieving the prestigious accolade of Best Park in

Northern Ireland and shortlisted for the UK Best Park.

Through pride and a commitment to excellence, the team have ensured that ACG flourishes as a visitor attraction of regional significance.

## **Burnley Borough Council**

### ***Rethinking parks in Burnley***

Saving money and managing resident expectations, changing the way traditional formal parks and open green spaces are managed in ways which increase biodiversity and ecological awareness, engaging residents, friends groups and volunteers to develop involvement and maintain support for changed approaches. Burnley Council's 'rethinking parks' strategic approach has shown that costs can be reduced and quality maintained at the same time as producing environmental benefits and maintaining – even increasing popular satisfaction levels.

## **Nottingham City Council**

### ***Happier Healthier Lives: Citizens at the Heart of Nottingham's Great Parks***

Nottingham citizens are firmly at the heart of successful endeavours to keep parks at the top of the City's agenda. Public satisfaction is soaring at 96%. Close links with Health are helping the service to change lives; successful bids for funding have resulted in major improvements and new playgrounds across the city; 51 Green Flags are flying; innovation has boosted commercial success in readiness for self-funding. Further afield, the team works to raise the regional and national profile of parks.

## **Oxford City Council**

### ***Focus on Frontline Service Delivery – Quality, Efficiency and Income Generation***

Following a Council wide restructure, Oxford City Council's Parks Service has undergone its own internal restructure and joined Oxford Direct Services (ODS), thus bringing all frontline services under one management team.

Building on the team's talent and commitment, the restructure and subsequent action plan have emphasised its desire to deliver high quality, efficient services for Oxford's residents and visitors, but also generate income by offering those services to external customers.

## **Tower Hamlets Council**

### ***Team of the Year: Parks, Grounds & Horticultural Service***

Tower Hamlets Green Team are an exemplar of good horticultural practice set up to improve not only horticultural standard within Tower Hamlets but make significant improvement to the overall Public Realm within the borough.

Comprising of 20 full time gardeners the Green Team maintains in excess of 140 Green Spaces within an eight mile radius. These Green Spaces are of high importance to members, residents and visitors to the borough which have significantly improved since the inception of the service.

## **West Lothian Council**

### ***Service Excellence in all that we do***

West Lothian Council NETs, Land and Countryside Service strive for excellence

in all that they do. Against the backdrop of continued and sustained budgetary constraints facing local authorities, the service has, through clear planning, restructuring and financial foresight continued to provide the best possible service to the people of West Lothian. A raft of excellent initiatives has, and continues to be, delivered, including developments within country parks, across the open space estate, play areas and within the grounds and horticultural services.

## **Best Service Team of the Year – Cemetery and Crematorium Service**

### **Bournemouth Borough Council**

#### ***Continuous improvement to meet customer expectations***

Bournemouth Bereavement Services provide a high quality effective service that meets the needs and expectations of the community.

There are over 3,000 cremations and 400 burials per year run by a small team who are committed to giving the best possible service to customers.

The service achieved the Charter for the Bereaved Gold Standard, awarded Gold in the South and South East in Bloom Large Cemetery of the Year category and achieved a Green Flag in 2016.

### **Gedling Borough Council**

#### ***Cemetery Services: Team Excellence and Customer Engagement.***

Acknowledging it knew nothing about the level customer satisfaction with its service and that it was not benchmarked in any

way, Gedling Borough Council's Cemeteries Service Team was unable to clearly state how effectively it was performing.

In response staff undertook a review of the service to ensure it met the needs of its customers - bereaved residents, complied with the ICCM Charter for the Bereaved and provided its staff with all the support they required to enable them to excel.

### **Kettering Borough Council**

#### ***Modernising a Cremation and Burial Service to meet 21st Century needs***

The Bereavement Services Team at Kettering Borough Council are a small but innovative and ambitious team working to continually improve the service provided to the bereaved and visitors. The team have continued to pursue their vision of a caring, community focused service through modern working techniques and innovative approaches while minimising costs through efficient working. Pioneering initiatives such as the introduction of pre-paid cremation, infrastructure improvements and service enhancements have all helped in tackling funeral poverty.

### **London Borough of Bexley**

#### ***Innovative Services deliver Cemetery and Crematorium Service Category***

The London Borough of Bexley found a way to use land in the Council's cemeteries that had previously been considered unsuitable for burial space, using a new system of chambers, vaults and mausoleums. This creates greater choice for the bereaved, improves use of existing assets and extends finite burial space. It has led to improved outcomes at less cost.

## **North East Lincolnshire Council**

### ***North East Lincolnshire Bereavement Services***

North East Lincolnshire Council Bereavement Service are a passionate, forward thinking, innovative team who work with the bereaved and their families to ensure that their expectations of a funeral and memorialisation services are catered for. The Service strives to ensure that the bereaved and families receive a choice to enable them to fulfil the wishes of the deceased and/or the family.

## **Nottingham City Council**

### ***Citizens at the heart of our first-class service***

The service has been transformed and modernised and is now constantly refreshed to give a professional, cost-effective service to citizens while offering choice; investing in staff skills; welcoming innovation; meeting the highest environmental standards and succeeding in commercial ventures. It offers a one-stop-shop for cremations, burials, administration, grounds maintenance and commercial activity, resulting in streamlined communication and excellent service. Thousands more burial spaces have been created through imaginative landscaping. The Nottingham Funeral is amongst the top value packages nationwide.

## **Stockton on Tees Borough Council**

### ***Future Cemetery Developments***

Over the course of the last 12 months, significant improvements have been made to the management of memorials and grave personalisation in the existing sections of the Stockton Borough cemeteries. This work

has underpinned the planning of the new extension to Durham Road Cemetery, and the exciting new options which we propose to offer bereaved families there. If successful, this new model will be rolled out across future cemetery developments.

## **Best Service Team of the Year – Sports, Leisure and Cultural Service**

### **Aberdeen City Council**

#### ***The Impact of Aberdeen City Council's Creative Learning Team***

Aberdeen City Council's Creative Learning Team is a vibrant and ambitious team that makes Aberdeen a city where arts and culture are an intrinsic part of people's lives and learning.

The team has emerged from a period of change as a focused and dynamic service that delivers high quality, bespoke arts projects across the whole community.

We are at the forefront of delivering our national and local priorities to inspire creativity, to increase employability and to nurture artistic excellence.

## **Doncaster Metropolitan District Council (Doncaster Culture and Leisure Trust)**

### ***Fit For Work***

With over 650 FTE employees Doncaster Culture and Leisure Trust is one of the largest employers within the borough of Doncaster. In order to realise key strategic objectives, both commercially and socially the development and retention of a quality workforce is a critical success factor.

Our 'Fit For Work' initiative evidences how DCLT has developed, in partnership, a programme that; Raises educational attainment, provides sector specific employment opportunities, reduces Unemployment, provides alternative revenue streams and provides clear pathways for progression

## **North Norfolk District Council**

### ***NNDC Sports, Leisure and Culture***

North Norfolk District Council is a small rural authority with a population of 103,300 (37% residents 60+ years). Being flexible and creative with service provision, it manages to maintain a wealth of sports, leisure and cultural services, punching well above its weight with six leisure facilities, eleven woodland sites, four (expected soon to rise to six) Blue Flag beaches, sports development and a Sporting Centre of Excellence. The annual throughput is 1,042,324 which continues to rise year on year.

## **Oxford City Council**

### ***Advantage Oxford: Transforming Parks Tennis***

Oxford City Council's award winning Active Communities team have transformed Parks tennis within the City. Based on clear need and demand with a collaborative multi-partner approach there has been significant investment into facilities. This has enabled innovative contracts for the operators leading to a nationally recognised and inspirational tennis programme. The customers through the 'strategic tennis group' are at the heart of decision-making and continuous improvement. Exceptional impacts are being evidenced with demonstrated pathways and social benefits including return-on-investment.

## **Southend-on-Sea Borough Council**

### ***Southend Active Women Programme***

The Southend Active Women Programme is an innovative partnership which is helping thousands of women lead active and healthier lifestyles. It delivers a range of fitness sessions to females who live in the most deprived wards in Southend. The Programme has not only improved health and fitness levels but has given local women and girls the opportunity and much needed confidence boost to complete fitness qualifications and become volunteers to continue the fantastic work in their communities.

## **Stockton on Tees Borough Council**

### ***Fantastic folks and where to find them – Unlocking potential through sport***

Imagine a model of service delivery that is progressive, increases social inclusion and saves tens of thousands of pounds annually for the LA. This is a reality in Stockton-on-Tees! Sporting-STEPs (SS) enables adults with learning disabilities, sensory loss and/or mental health conditions to access a community based five-day sports and physical activity offer instead of costly day services. The new offer demonstrates significant increases in physical, mental and social well-being whilst delivering significant savings. SS really delivers more from less.



## **Best Service Team of the Year – Environmental Health, Trading Standards and Regulatory Service**

### **East Lothian Council**

#### ***Changing cultures & improving performance***

The Environmental Health Service of East Lothian Council has undergone structural and cultural change. With the amalgamation of disparate sections to form a holistic public health Service Officers have embraced transformation and delivered a significant level of performance, a substantial volume of notable achievements and developed a robust infrastructure of policies and procedures.

### **Kettering Borough Council**

#### ***Environmental Health – One team delivering outstanding services***

Kettering Borough Council is a semi-rural authority in Northamptonshire with a challenging mix of market towns and villages. The Environmental Protection and Warden teams have embraced problem solving and partnership working to improve the quality of life and wellbeing across the borough. Through using less traditional and more innovative methods we work closely with a range of partners including other Council departments, organisations such as the Police and local businesses. The team consists of forward thinking highly competent staff committed to improving services, and working together to achieve shared goals.

## **Peterborough City Council and Cambridgeshire County Council**

### ***Trading Standards making a difference locally, regionally, and nationally***

Cambridgeshire and Peterborough Trading Standards seized the opportunity to build upon successful collaborative working, formally merging their Services to create added resilience and efficiency in a time of austerity and significant population growth.

Together the Services are a driving force within the regional Trading Standards partnership, EETSA, transforming the way the profession manages Intelligence; securing substantial investment for the partnership; initiating ground breaking initiatives and undertaking key roles within regional and national Trading Standards partnerships.

### **Peterborough City Council**

#### ***Keeping the UK ‘Rabies-free’: a multi-sector approach***

A changing regulatory landscape, coupled with an ever-increasing online market for imported pets, led to a surge in illegally imported animals, bringing with them the risk of Rabies. Cambridgeshire and Peterborough Trading Standards responded, launching two projects; firstly establishing vets as a second line of detection in addition to border control, together with a rapid response referral mechanism to Trading Standards; secondly addressing the cause – lack of knowledge of importation requirements amongst importers and those that buy pets online.

## Sevenoaks District Council *The Licensing Partnership*

The Licensing Partnership, managed by Sevenoaks District Council on behalf of Maidstone, Tunbridge Wells, and the London Borough of Bexley offers a “digital first” approach that has improved delivery, customer access and satisfaction, and delivered significant savings across the partner authorities. Uniquely each council retains their own sovereignty and decision making on policy, with a single administration team based at Sevenoaks processing applications, permits and notices on behalf of the four Licensing Authorities.

## Shared Regulatory Services (Bridgend, Cardiff and the Vale of Glamorgan)

### *Shared Regulatory Services*

Shared Regulatory Services (SRS) is a new and innovative collaborative service formed between Bridgend, Cardiff and the Vale of Glamorgan Councils in May 2015. It delivers a fully integrated service under a single management structure for environmental health, licensing and trading standards, with shared governance arrangements ensuring full elected member involvement and it has changed the face of a traditional regulatory structure and ways of working. SRS regulates approximately 10,000 businesses and serves 615,000 residents.

**CAMMS has over 20 years experience helping** councils, healthcare, emergency services and other public entities improve performance and deliver better community outcomes.

CAMMS' integrated Enterprise Performance Management (EPM) solutions





# service awards 2017

## Overall council of the year Finalists:

- Aberdeen City Council
- Bolton Council
- City and County of Swansea
- Fife Council
- Hull City Council/Kingstown Works Ltd
- North Ayrshire Council
- Nottingham City Council
- Oxford City Council
- Stockton on Tees Borough Council

*Kindly sponsored by:*



# Tonight's sponsors



The Association for Public Service Excellence (APSE) is owned by its members and, working on their behalf, maintains and develops a network of local government officers, managers and councillors from local authorities across England, Northern Ireland, Scotland and Wales.

Working on a not-for-profit basis, APSE is dedicated to promoting excellence in the delivery of frontline services to local communities around the UK. Through the extensive APSE network, more than 250 local authorities and organisations are able to share information and expertise on vital frontline services, ask for advice and innovative solutions, and develop new, viable ways forward in an effort to help one another.

APSE provides a united national voice for these authorities, as well as showing them the way to move forward and develop strong, sustainable frontline services.

APSE conducts research, publishes reports, and campaigns to create a positive role for local government, helping them to deliver high quality, effective and efficient public services. APSE's targeted training programme, regular briefings and inclusive events strive to keep council officers and elected members constantly updated on the latest public service issues. There is also APSE Solutions, an in-house team that works closely with individual authorities, offering high quality consultancy and interim management support for members and other relevant organisations. APSE has also developed the innovative Performance Networks service, which is the largest national voluntary local government benchmarking service.

APSE is here to help local authorities and endeavours to do everything possible to help them achieve excellence in their frontline services.



allianceleisure

Alliance Leisure supports the ever changing needs of the public sector, education and Leisure Trust market via two key divisions: Facility Development and Client Support.

Facility Development Services: Our Facility Development division help design, build and fund innovative, relevant and sustainable facilities that drive community engagement, increase participation in a changing physical activity environment and drive income to create sustainable outcomes. We have invested over £100m in the UK leisure market and developed over 100 facilities – all on-time and on-budget. Our most recent development on behalf of Lancaster City Council saw the £5m transformation of Salt Ayre Leisure Centre. You can read about this development on our website.

2017 has also seen the launch of the new UK Leisure Framework which makes it easier and more cost-effective for public sector leisure providers to scope, develop and deliver physical leisure developments as well as cultural and marketing related services. Full details available at [www.leisureframework.co.uk](http://www.leisureframework.co.uk)

Client Support Division: The Alliance Support Division works with over 250 leisure centres to provide sales, marketing and retention services and training. Within this division Alliance Impact provides sales teams for when a centre requires a boost in sales or is launching a new

activity or facility. Alliance Digital also provide digital marketing training and products to assist operators with sales, lead generation, customer insight and service excellence.

To read about the latest news, developments and product offers from Alliance then visit their website at [www.allianceleisure.co.uk](http://www.allianceleisure.co.uk) or follow their blog at [www.allianceleisure.co.uk/blog](http://www.allianceleisure.co.uk/blog)



**AMAZONE**

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

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 from 1.35 to 2.1m, either mounted or trailed. Either ground level or high-lift for emptying over the side of a vehicle is an option.

For even more manoeuvrability, the self-propelled Profihopper SmartCut, with its out-front 1.25m wide flail 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. The Profihopper is perfectly at home scarifying, cutting and dropping or cutting and collecting.

GBK ground maintenance combinations are equally at home seeding bare ground, untilled ground or over-seeding into an existing sward. 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 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 for top

dressings or applying sand or road salt, these single disc, steeple hopper walled spreaders fit the bill.

For more information:

E-Mail: [info@amazone.co.uk](mailto:info@amazone.co.uk)

Visit: [www.amazone.co.uk](http://www.amazone.co.uk)

Tel: 01302 751200



Anglia Research is an international firm of probate genealogists and has worked closely with the legal, private and public sector for almost 40 years. We set the standard for probate genealogy and heir location. Our staff boast a level of expertise unmatched in our field.

We employ more accredited genealogists than any other UK Company; we have seven full members of the Association of Genealogists and Researchers in Archives (AGRA) and the Scottish and Irish equivalents, (ASGRA and AGI) on our team of more than 50. Our in-house training programmes ensure their expertise is passed on to every other team member.

In addition, over 20 of our staff are legally qualified and/or regulated as solicitors, members of the Chartered Institute of Legal Executives or the Professional Paralegal Register. We are accredited with ISO 9001 certification and have invested in strong internal support, including a Compliance Director who is practising solicitor.

Like you, we are determined to assist in excellent service delivery and to arrive at legally sound outcomes, including offering assistance to public bodies and the third sector in ensuring that high standards of public accountability and transparency are reached.

Our continuing research on the role and statutory duties of local authorities when the possibility arises of the need for a

funeral under the Public Health (Control of Disease) Act 1984 is the most comprehensive undertaken. Our draft Code of Practice on the use of genealogists or heir hunters by local authorities, prepared with the input of leading counsel, has been welcomed by councils across the country. Those involved in empty homes work, adult social care and funeral services will find the research invaluable.

On the lighter side, we are regularly asked to conduct media research including BBC's Who Do You Think You Are? and The Secret History of My Family.



Have you ever wondered...

Why someone you recruited didn't work out as you expected, or they promised?

Why some members of your team always clash?

Why a senior manager crumbled at a crucial time?

How to change someone's leadership style?

Why a good member of staff is not performing?

How to identify who really has potential in your team?

Whether assessment centres have had their day and offer best value?

Why training courses don't work?

How to support staff leaving the organisation?

bfpeople is a business psychology and recruitment business that works with you to answer these and many other questions. We find leaders and develop talent through a modern, focused approach to recruitment, assessment & development,

With many years' experience working with local authorities across the UK, the bfpeople team brings innovation and value to people issues. Whether you are recruiting, restructuring,

training, coaching or assessing – we can support you to make the right decisions.

We understand the challenges facing all Councils: bfpeople offers solutions that save time, resources and money to equally satisfy Chief Executives, HR & OD Managers, Elected Members and tax payers.

Visit our stand, or contact us to discuss how we can help you get the right people doing the right things in the right jobs.

0333 202 2225

[hello@bfpeople.com](mailto:hello@bfpeople.com)

bfpeople.com

London | Derby | Glasgow



Brigade Electronics is a market leading supplier of safety devices, with solutions to suit all commercial vehicle and industry types. Through 40 years of expertise, Brigade has developed a comprehensive range of products to reduce the risk of collision and maximise efficiency, assisting the driver whilst also protecting vulnerable road users.

Brigade will be displaying their 3G/WIFI Mobile Digital Recording systems at the APSE seminar. With the ability to capture up to 1164 hours of footage from up to eight cameras at any one time, Brigade's systems provide instant access to vital evidence in the case of false claims, incidents or vandalism whilst also supporting the driver, who is often the subject of increased scrutiny.

Alongside this, Brigade will demonstrate Backeye®360, an intelligent camera monitor system designed to assist low speed manoeuvrability by providing the driver with a real-time surround view of the vehicle in a single image, effectively eliminating blind spots.

Representatives from Brigade will be on hand to discuss these and other products prime



for application on local authority vehicles, such as Backsense® radar obstacle detection systems, real-speech side turn warning alarms and Sidescan® ultrasonic obstacle detection systems used in specifications such as CLOCS, FORS and Crossrail.

In addition to quality products, Brigade offers an outstanding installation service through its nationwide Business-Service-Partners (BSP's), a network of professional auto electricians who provide fitting and repair work for Brigade's onsite service warranties.

For more information on how Brigade can meet your safety needs, please contact 01322 420300 or visit [www.brigade-electronics.com](http://www.brigade-electronics.com)



Founded in 1996 by an ex-Local Government CEO, CAMMS is a global Enterprise Performance Management (EPM) software company dedicated to transforming organisational strategy into reality. With a quickly growing public sector client base in the UK, CAMMS has over 20 years' experience helping councils, healthcare, emergency services and other public entities improve performance and deliver better community outcomes.

CAMMS offers the world's only true end-to-end, fully integrated, EPM platform. Able to be used independently, or as part of a complete EPM platform called SYCLE, CAMMS is a world leader in planning and strategy, project, risk and meeting management software, as well as budgeting, workforce and analytics solutions. To see CAMMS' award winning software in action, simply go to [www.cammsgroup.com/request-demo/](http://www.cammsgroup.com/request-demo/)

CAMMS now boasts tens of thousands of users across five continents, with offices in the UK, North America, Asia, New Zealand and Australia. Globally known for its integrated planning solution, CAMMS has been recognised by internationally renowned

analyst firm, Gartner, named in the 2017 Magic Quadrant for Cloud Strategic Corporate Performance Management Solutions, as a Cool Vendor for Enterprise Risk Management, and a Pacesetter in the 2017 FrontRunners quadrant for Project Management software.

For more information on CAMMS, and its UK customer success stories, visit [www.cammsgroup.com](http://www.cammsgroup.com), call 0161 661 4445, or email [salesuk@cammsgroup.com](mailto:salesuk@cammsgroup.com)



CORMAC's major role is to deliver highways and civil engineering services for Cornwall council, while still having the flexibility to offer its services on a commercial basis, to the wider public and private sector.

CORMAC delivers on a wide range of projects, from road maintenance and surfacing, through to the design and delivery of major road infrastructure schemes.

Our Contracting Division provides specialist expertise operating across the South West. They deliver construction; civil engineering solutions and schemes including: highway infrastructure; land remediation; building construction and refurbishment.

Our Highways and Environment Division manages and deliver highways, construction services; landscaping/ grounds maintenance.

We also offer a total Facilities Services Solutions with a multi-skilled team to deliver the full spectrum of facilities services.

At CORMAC we believe that the Teckal principle offers authorities a true alternative to the traditional options of an in-house DLO or external private company models. It enables authorities to understand and mitigate risk through the development of a true partnered approach through a bespoke Teckal model.

CORMAC, through its parent company, Corserv,

also offers a collaborative

Teckal approach as demonstrated through our Joint Venture for the delivery of highway services with Nottinghamshire County Council, through our jointly owned company Via East Midlands Limited– a commercial public sector company that has service and partnership at its core.

## enevo

Founded in 2010, Enevo is a forward-thinking company with a vision to transform the financial, environmental and social impact of waste.

By collecting and analysing data from refuse containers across the world, Enevo is able to create efficiencies and cut the cost of waste collection and incentivise recycling. Enevo simplifies, de-risks and optimises the waste management process, helping to make a sustainable waste-free environment a more achievable proposition.

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



GS Plus Ltd is a wholly owned subsidiary of the Royal Borough Greenwich. It started trading in February 2010 and is now operational in Greenwich, Bromley, Medway and Kent. As a company it seeks to combine the best practice from both the public and private sectors. It has a wealth of experience and

expertise in delivering a diverse range of services through service contracts. The current services on offer include: fleet maintenance, passenger transport, services to schools – (including catering, cleaning and ICT support), hospitality, event and retail catering, facilities management, building cleaning and cash collection services. From September 2017 they have added private hire services to their portfolio through a new company brand Plus Cars. The company's overall current turnover is circa £30m employing over 1,000 staff.

GS Plus is committed to working in a proactive and collaborative basis to share information and work with public and private partners, they pride themselves in being forward thinking and are always readily open to new ideas and the application of creativity and innovation to drive service development and company growth, which, in turn reaps great benefits for all its customers and the communities it serves.



i2o Ltd has been at the forefront of shelter and canopy solutions since 1991; designing, manufacturing and installing colourful, durable canopies that offer shade and shelter throughout the year.

We are proud to work with local authorities across the country, providing structures for community spaces such as leisure centres, tennis courts and football pitches.

We know local authorities are striving to improve their facilities and that the management and maintenance of your community spaces is important to you. Our canopies have enhanced community spaces across the country for years, each time helping to create the perfect structure and scheme for maximum use of an outdoor space.

Using the latest tensile membrane technology, i2o canopies are flexible, durable, long-lasting, easy to maintain and with 100% UV protection.

Your outdoor spaces can be sheltered from the elements, useable in all weather conditions and with a consistently protected ground area. A protected ground means less maintenance and longer durability too.

i2o structures are individually designed to suit the wants and needs of the environment itself - in a range of vibrant colours, with optional side walls and roof shapes for maximise interest.

As you'd expect from a long standing provider and canopy expert, we're backed up independently too; by Trading Standards Buy With Confidence and with ISO 9001:2008, EN1090-1 CHAS & Acclaim and Constructionline accreditation too.

Contact i2o to discuss your plans for enhancing your next community space. With free site survey meetings, planning management and full design, manufacture and installation in-house, i2o really is your one stop shop canopy provider.

[www.i2o ltd.co.uk](http://www.i2o ltd.co.uk) | T: 01480 498297 | [info@i2o ltd.co.uk](mailto:info@i2o ltd.co.uk)



Kingdom is a £100 million plus turnover sector focused business. We are one of the largest, independent, privately owned companies, specialising in environmental protection, security solutions and facilities management throughout the UK, Ireland & South Asia.

We successfully manage thousands of service personnel in highly complex and public facing environments support with a National Support Centre (NSC) and a national network of regional offices to self-deliver and manage our service personnel to the highest standard, benchmarked by all the major UK quality accreditation bodies.

Our competence and ability to deliver quality services as our customers demand, is driven by every facet of the business with our quality

product at the very heart of it, our people.

We are a financially sound business and in the previous five years alone we have grown in size by over 25%. This growth has been achieved through a combination of sustainable profitability, outstanding performance, major contract awards, bold acquisitions and a team comprising some of the best people in the industry. On top of this, we recently ranked 1st in an independent financial audit.

We are hard-working dynamic team, operating in a fast paced culture - requiring a clear vision and passionate commitment to our customers and colleagues, whilst maintaining our integrity, honesty and openness.

Innovative and brave pioneers driven to explore new ways, we take a fresh approach to the support services market: adapting to the proliferation of new technologies and emerging security threats, whilst also offering our customers a leaner, smarter and more connected way of working.

We believe we are different from our competitors in the following ways:

- We are accessible and agile
- We are 'now and the future'
- We take a genuine approach to reducing costs

Simply, staying ahead of our competitors, allows you to stay ahead in your market.

Contact:

Tel: 0845 051 7700

Web: [www.kingdom.co.uk](http://www.kingdom.co.uk)



Public Power Solutions (PPS) is a commercial company who are wholly owned by Swindon Borough Council. We specialise in the area of renewable energy and provide end to end

services in the identification and development of solar and energy storage projects bringing a significant number of benefits to public sector organisations.

Our innovative approach brings together the development, funding and management for solar and storage projects to the benefit of both the asset owner and the investor. Within the public sector we develop solar on landfill sites, car parks, low-grade farmland, commercial and residential roofs.

PPS is also developing schemes involving energy storage which have key benefits for both the energy user and providing balancing services to the local grid. In a post feed-in-tariff environment the business the business is also working with partners to develop alternative funding mechanisms in the quest for grid parity.

As well as a full development package, we can also provide feasibility studies and procurement through our OJEU-compliant Dynamic Purchasing System (DPS), quickly and at a low cost.

The DPS arrangement has been set up to avoid the need for individual Public Sector bodies to procure contracts separately which will have a financial benefit to the client both in terms of money and time.

PPS helps local authorities navigate their solar and storage projects through the complete process, swiftly and at minimal cost and risk, from planning to commissioning and through to asset management.

Contact us: 01793 953200  
[www.publicpowersolutions.co.uk](http://www.publicpowersolutions.co.uk)  
[pps@publicpowersolutions.co.uk](mailto:pps@publicpowersolutions.co.uk)

[www.pps@](http://www.pps@)



Secured by Design (SBD), the national police crime prevention initiative, seeks to achieve sustainable reductions in crime through design

and other approaches to enable people to live in a safer society. SBD trained officers and staff in Police Forces work closely with Local Authority planners, architects and developers from drawing board stage to 'design out crime' using proven crime prevention techniques in layout and landscaping and building security in a range of sectors including housing, commercial, transport, health, education and leisure. Our work in supporting Local Authorities as part of their legal requirement to 'prevent crime and disorder', includes our SBD National Building Approval scheme, which can be used for new build or regeneration projects to reduce costs, save time and simplify complying with Building Regulations.

We work with many other organisations, including National Government, British and European Standards authorities, trade associations and the construction industry and encourage manufacturers to achieve our Police Preferred Specification – a high standard which ensures quality over time rather than one-off testing. Independent research shows that SBD developments that include crime prevention techniques in the built environment and accredited products like doors and windows can reduce crimes like burglary by up to 75% in new-build homes and up to 63% in refurbishments. Evidence suggests these figures are sustainable year-on-year and represent a significant reduction especially as most SBD developments are in social housing in deprived areas. Falling crime brings less demand on Police and Local Authority resources and use of police accredited products means less maintenance – freeing up budgets for other priorities.

During our 27 years' working with local communities, we have adapted to changing patterns of criminal behaviour. Our knowledge and practical guidance is captured in our building guides. SBD services are self-funded.

Tel: 0203 8623 999

Email: [enquiries@police-cpi.co.uk](mailto:enquiries@police-cpi.co.uk);

Web: [www.securedbydesign.com](http://www.securedbydesign.com)

Our promotional film: <https://youtu.be/ODyknW50XXc>



Since 2001, StarTraQ has been providing back office processing software to 50% of the UK police forces to process their speeding and red-light offences. StarTraQ supply robust software solutions that provide complete control over the offence processing life cycle.

The Dynamic Offence Management and Enforcement (DOME) solution from StarTraQ is a fully cloud based ticket processing solution that can manage all types of offences including speeding, red-light running, parking, bus lanes, littering, dog fouling and fly tipping. All documentation is stored electronically and the system can track and report on the progress of a ticket from initial capture through to appeals and court if necessary.

TRAQER is our brand-new smartphone ticketing application which has been designed using the latest mobile technology to allow police and civil enforcement officers to capture, upload and print a ticket from any location. TRAQER works on Android, Windows and iOS and it is ideal for capturing all the offence information including: offender details, statements, images and geo location data.

Using TRAQER and DOME, StarTraQ's Environmental Enforcement system enables councils to issue FPNs for any environmental offence. It also automates the processing of notices for 'duty of care' and 'failure to produce waste documents'. FPNs are issued by an officer using a smartphone app and a portable Bluetooth printer. The offence details are immediately uploaded to the back office and payments can be made by the offender online as soon as the FPN has been issued. Several councils have already adopted the StarTraQ system to issue tickets for littering and dog fouling to help keep their environment clean.

Ultimately, the main benefits of choosing the StarTraQ are quantifiable operational efficiencies driven by automation and versatility.

For more information, please contact: Richard Talbott, Head of Marketing, [r.talbott@startraq.com](mailto:r.talbott@startraq.com),

01295 273000



Toltec is an established family run company, offering high performance business solutions which include managed service, bespoke, infrastructure and cloud based technologies for enterprises and companies of all sizes across the United Kingdom.

In the 16 years Toltec has been operating, we have exceeded our business goals, and that of our customers. We have helped business leaders reduce running costs, without sacrificing the security and system performance needs of their business.

Toltec are leaders in IT service support and delivery.

Toltec can reduce costs and implement robust IT solutions to meet business needs. By utilizing latest technologies along with the support from Toltec's dedicated, highly skilled support team, and heavy investment we have put into our secure data centre means we are well suited to guide and help businesses to reach the correct solution.

Introducing C1oud.co.uk

As a Managed Service Provider, our C1oud.co.uk division specialises in solutions from complete IT outsourcing to individual bespoke fully managed services. We work closely with our customers to determine their exact requirements and develop a solution that is right for their business. We have invested heavily in our data centre services to ensure that systems remain available 100% of the time.

Our top level primary data centre boasts diverse power sources and internet connections. This allows for Disaster recovery, Backups offsite which protects your data from malicious or accidental incidents, Virtual Desktops, a single server or your entire infrastructure in the cloud, Enterprise class endpoint protection and 24x7x365 Remote Monitoring of all managed service systems.

Toltec is big enough to cope. Small enough to care.

When considering your IT business needs talk to Toltec. We can guide you in the right direction, and implement a resilient solution to suit your present and future needs.

Choose Toltec.

Website: [www.toltec.eu](http://www.toltec.eu)

Telephone: 0345 257 4447

Email: [kelly@toltec.eu](mailto:kelly@toltec.eu)



UNISON is Britain and Europe's biggest public services union with more than 1.2 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 650,000 members who work in local government. This includes people working for local councils, schools, and private companies.

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

As a campaigning organisation, UNISON stands

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

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

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

Walker Morris is a distinctive law firm valued by its clients that consistently delivers excellent results.

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.



WJ Group is the UK's leading specialist road marking business dedicated to permanent and temporary road markings, road studs, high friction and safety surfacing, average speed cameras, asphalt joint repair, Hydroblast line removal and ultra-high pressure water asphalt retexturing.



People, client and supplier relationships are our strength and together we have evolved WJ into the most successful innovator, manufacturer and provider of award winning products and services in our sector.

WJ support experienced contracting resources with two advanced materials manufacturing plants, a materials research facility and a skilled engineering design, development and build division.

The engineering facility is focussed on continuous safety, environmental and efficiency improvements on a modern fleet of 178 specialist road marking vehicles.

Consisting of four sustainable businesses under one single WJ brand take pride in our distinctive culture and are committed to our core values:

Delivery, Safety, Innovation, Collaboration.

WJ has not only established an exemplary record in safety and the environment but have also committed to establish even higher levels of safety and sustainable practices to become the road markings sector benchmark.

A well-trained workforce is fundamental to raising standards and we have established an accredited training academy to ensure the highest standards of competence for our operation.

WJ have a caring culture and desire to provide enhanced social and economic benefits and always look for ways to build wider community support as an integral part of the service delivery.

WJ has always been a company where 'good enough' is not good enough and building upon our strengths we now aspire to be exceptional in all we do.

Working both on the strategic road network and within the local authority sector, WJ consistently deliver high standards on a national basis whilst ensuring unrivalled local service from strategically located UK depots.

More information please visit our website: [www.wj.uk](http://www.wj.uk)



Yotta provides a complete range of software and services to help local authorities, national agencies and utility companies manage and make more informed decisions about their infrastructure assets. From providing innovative, cutting edge software through to offering specialist infrastructure asset management consultancy, we aim to understand our clients' needs and provide the right tools for the job.

Working with over 200 UK local authorities and an expanding international client base across Europe and Australasia; Yotta's clients include: Amey Plc, Highways England, Kent County Council, Lancashire County Council, Norfolk County Council, North Ayrshire Council, London Borough of Newham, Transport for Greater Manchester, Wigan Metropolitan Borough Council, UK Power Networks, De Jong (The Netherlands) and VicRoads (Australia).

Released in 2017, Alloy is Yotta's connected asset management platform. The world around us is changing, with ever increasing data and connectivity and a need to maximise the value from this. Alloy will future proof organisations allowing connectivity of assets and data types, helping organisations make smarter, better decisions and maximise their efficiency.

To find out more, please get in touch with us:

T: 01926 319 600

E: [contactus@yotta.co.uk](mailto:contactus@yotta.co.uk)

W: [www.yotta.co.uk](http://www.yotta.co.uk)