



Association for Public Service Excellence

Annual Service Awards 2018

Celebrating outstanding achievement and innovation within
local government service delivery



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

For details on how to enter the 2019 service awards, contact Laura McNab at **lmcnab@apse.org.uk**

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



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Evening programme

- 19:00** Pre dinner drinks reception
- 19:30** Annual dinner commences
- 20:45** Comfort break
- 21:00** APSE Annual Service Awards 2018

Evening entertainment will commence following the awards.

Note of thanks

APSE would like to extend a special note of thanks to APSE's National Chair, Cllr Archie Dryburgh and National Secretary, Ronnie Dempster, for their support in bringing the seminar and awards together. We would also like to thank all the Awards sponsors who make this such a special occasion for local government and in particular our overall Awards night sponsor Yotta.

Service award categories and sponsors

Best Workforce Initiative

Sponsored by UNISON

Birmingham City Council
City and County of Swansea Council
City of Bradford Metropolitan District Council
Fife Council
Harrogate Borough Council
Neath Port Talbot County Borough Council
South Ayrshire Council



Best Housing, Regeneration or New Build Initiative

Sponsored by Jessup Brothers Ltd

Bolsover DC/Robert Woodhead Ltd
Caerphilly County Borough Council
Cheshire West and Chester Council
Flintshire County Council
Hull City Council
London Borough of Barking and Dagenham



Best Efficiency and Transformation Initiative

Sponsored by Toltec

Cheshire West and Chester Council
Kirklees Council
Lancaster City Council
South Hams District Council and West Devon Borough Council
Suffolk Coastal District Council and Waveney District Council
Telford & Wrekin Council
Trafford Council / Wigan Council



Best Health and Wellbeing Initiative

Sponsored by UNISON

Cheshire West and Chester Council
Derbyshire County Council
Dudley Metropolitan Borough Council
East Riding of Yorkshire Council
Exeter City Council
Knowsley Metropolitan Borough Council
Telford and Wrekin Council
Warrington Borough Council



Best Public/Private Partnership Working Initiative

Sponsored by Walker Morris

Flintshire County Council
Greater Cambridge Shared Waste Service
Lancaster City Council
North Ayrshire Council
Stockton-on-Tees Borough Council
Warrington Borough Council



Best Collaborative Working Initiative

Sponsored by Invotra

Durham County Council
Liverpool City Council
North Lanarkshire Council
Sandwell Metropolitan Borough Council
St Helens Council
Suffolk Coastal District Council and Waveney District Council
Telford & Wrekin Council



Best Commercialisation and Entrepreneurship Initiative

Sponsored by Licence Check

Aylesbury Vale District Council
Birmingham City Council
Hull City Council
London Borough of Barking and Dagenham
North Tyneside Council
Warrington Borough Council



Best Community and Neighbourhood Initiative

Sponsored by Woodhead Group

City of Bradford Metropolitan District Council
City of Cardiff Council
East Ayrshire Council
North Tyneside Council
South Tyneside Council
Wolverhampton City Council



Best Innovation or Demand Management Initiative

Sponsored by Contenur

Aylesbury Vale District Council
Cheshire West and Chester Council
City and County of Swansea Council
East Ayrshire Council
Glasgow City Council
Milton Keynes Council



Best Renewable Energy or Energy Efficiency Initiative

Sponsored by Salix Finance

Aberdeenshire Council
Durham County Council
Milton Keynes Council
Nottingham City Council
South Gloucestershire Council
Stockton-on-Tees Borough Council
Suffolk County Council
Wealden District Council



Best Service Team: Construction and Building Service

Sponsored by Cemetery Development Services

Caerphilly County Borough Council
Cambridge City Council
City and County of Swansea Council
Durham County Council
South Tyneside Homes
Telford and Wrekin Council



Best Service Team: Catering Service

Sponsored by Premier Foods

Birmingham City Council
East Ayrshire Council
Gateshead Council
Nottingham City Council
Plymouth City Council/CATERed Ltd
Stockton-on-Tees Borough Council



Best Service Team: Facilities Management and Building Cleaning Service

Sponsored by ASSIST

Aberdeen City Council
Dumfries and Galloway Council
Gateshead Council
Liverpool City Council
Powys County Council
South Tyneside Council



Best Service Team: Highways, Winter Maintenance and Street Lighting Service

Sponsored by WJ Group

Borough of Poole
Durham County Council
East Riding of Yorkshire Council
Stockton-on-Tees Borough Council
Suffolk County Council
Tayside Contracts / Dundee City Council



Best Service Team: Transport and Fleet Maintenance

Sponsored by Nexus Vehicle Rental

East Riding of Yorkshire Council
Falkirk Council
Fife Council
Knowsley Council
Leeds City Council
Oxford City Council
Wakefield Council



Best Service Team: Waste Management and Recycling Service

Sponsored by Bartec Auto ID

Bolton Council
East Renfrewshire Council
East Riding of Yorkshire Council
Mid and East Antrim Borough Council
Oxford City Council
Rochdale Council



Best Service Team: Street Cleansing and Streetscene Service

Sponsored by bbits

City of Cardiff Council
Durham County Council
Eastleigh Borough Council
Gedling Borough Council
Knowsley Council
Nottingham City Council
Royal Borough of Greenwich



Best Service Team: Parks, Grounds and Horticultural Service

Sponsored by Amazone

Birmingham City Council
Bracknell Forest Council
Lisburn and Castlereagh City Council
Mid and East Antrim Borough Council
Nottingham City Council
Stockton-on-Tees Borough Council
West Lothian Council



Best Service Team: Cemetery and Crematorium Service

Sponsored by Hoopers

City of Cardiff Council
East Ayrshire Council
Northwest Leicestershire District Council
Nottingham City Council
Oxford City Council
Wirral Council



Best Service Team: Sports, Leisure and Cultural Service

Sponsored by Alliance Leisure

Antrim and Newtownabbey Borough Council
Cheshire West and Chester Council
East Riding of Yorkshire Council
Gateshead Council
Stockton-on-Tees Borough Council
Telford & Wrekin Council



Best Service Team: Environmental Health, Trading Standards and Regulatory Service

Sponsored by De Montfort University

City and County of Swansea Council
Kettering Borough Council
Telford and Wrekin Council
Thurrock Council
Wigan Council
Wolverhampton City Council



Overall Council of the Year

Sponsored by Yotta



A guide to the finalists

Best Workforce Initiative

Sponsored by UNISON

Birmingham City Council

Shelforce – embracing diversity, achieving results.

Shelforce is a windows and doors manufacturer with a difference.

Birmingham City Council's disability employment hub has embraced diversity and embedded commercial thinking, transforming a business unit losing £1.8m a year to one returning £250k pa in surplus - while providing pathways to work and training to some of the city's most vulnerable people, 75% of whom have disabilities.

Shelforce is a truly remarkable story of an ambitious and business-like approach delivering social and commercial outcomes for the citizens of Birmingham.

City and County of Swansea Council

CB&PS - Best Workforce Initiative

Recognising best practice is sometimes overlooked internally, even more so within a multi-layered organisation. Frequently we look outward for that illusive "silver bullet" to improve our ever evolving customer services. Swansea Council aims to reverse this trend by replicating its best practice apprenticeship program and training approach for all existing employees across its service provision.

In addition the Authority Wide approach to Apprenticeship & Traineeship Strategy will magnify the impact of future "fit for purpose" resourcing, offering equality and inclusion.

City of Bradford Metropolitan District Council

Staff Mental Wellbeing

Looking after the mental health of our workforce is a major priority for Bradford Metropolitan District Council. Bradford has undertaken a number of initiatives to tackle the stigma that

can be associated with mental health. Managers and staff have been given the tools to identify and address poor mental health that may result in sickness absence. The organisation has made commitments to improve the mental health of the workforce including signing the Time to Change Pledge and becoming Disability Confident.

Fife Council

A Quality Future Workforce, Delivered by Modern Apprentices

Fife Council is tasked with achieving financial savings and service delivery challenges to reduce budgets. Our main Council objective is to deliver successful youth employment with a modern apprentice scheme. Asset, Transportation and Environment (AT&E) invest over £5m and has 120 apprentices, all at different stages of their apprenticeship. The success rate and retention has given support to our succession planning. AT&E have successfully reduced our age profile and when staff retire they are replaced by competent and trained staff.

Harrogate Borough Council

Transforming our workforce and our workplace

A traditional Yorkshire spa town like Harrogate is probably the last place you would expect to find a cutting-edge workforce. However, in five years, we have moved into a state-of-the-art Civic Centre, embraced 21st century working practices and broken free from a traditional mind-set. We achieved this by combining our organisational development and transformation strategies; recognising that our workforce is key to our transformation.

Neath Port Talbot County Borough Council

Enterprise + Engagement = Well-being + Sustainability

Having achieved the Gold Level of the Corporate Health Standard, what were we going to do next? The group who had secured the award process

wanted to do more, but where would the money come from? Enter a new employee-led not-for-profit group – the NPT Staff Health and Well-being Group. Using income from a staff lottery initiative, a range of well-being programmes for staff members are being delivered, raising new income for the Council and local services.

South Ayrshire Council

By-Yourself-Online-Booking (BOB)

The BOB system (By-yourself Online Booking) is an online portal that immediately notifies part-time and supply staff of available shifts, equally and fairly, allowing them to pick and choose work that suits their life-style and preferences, whilst ensuring seamless and streamlined service delivery for prominent Council services. BOB is now actively used in the sourcing and allocation of Early Years' Practitioners, School Assistants, Teachers, and Sports and Leisure instructors and coaches. 800+ employees have accessed BOB in the last year.

Best Housing, Regeneration or New Build Initiative

Sponsored by Jessup Brothers

Bolsover DC/Robert Woodhead Ltd

New Bolsover – New beginnings

New Bolsover is one of the most socially deprived areas of the UK. This regeneration project is tackling this issue head on through two work streams.

Workstream 1: Refurbishment programme to 194 Grade II listed properties to achieve external aesthetic uniformity, significant energy efficiency improvements from EPC Rating from D to C and internal modernisation providing new bathrooms, kitchens, partitions, damp proofing and decoration. Workstream 2: An ambitious community engagement programme to tackle the social deprivation, fluke poverty and employment and skills deficits within New Bolsover.

Caerphilly County Borough Council

Regenerating Rowan Place

Rowan Place, situated in the north of Rhymney within the Caerphilly county borough, has been transformed thanks to a targeted regeneration programme led by Caerphilly County Borough Council. The area has seen an investment of around £5 million; including extensive refurbishments to homes and the surrounding environment, combined with a multi-agency approach to tackling some of the wider socio economic issues experienced in the area.

Cheshire West & Chester Council

Cheshire West Housing Delivery Programme

Cheshire West and Chester Council has become one of the leading developers in the borough despite starting our development programme just over three years ago. Successful collaboration with the private sector and Homes England to provide mixed tenure, sustainable communities, and enable regeneration within our less affluent areas, has been achieved through the development of an innovative housing delivery model, capable of delivering new homes in all markets and representing a transferable and scalable model for other Councils.

Flintshire County Council

Flintshire County Council, Strategic Housing and Regeneration Programme (SHARP)

Flintshire SHARP will deliver 500 social and affordable homes over five years. This landmark programme is delivering the county's first council house building activity in 30 years, addressing an ever increasing need for high quality homes across the county and is also the first programme of its kind in Wales.

Hull City Council

Paving the way for UK City of Culture and beyond

Preparations for Hull's year in the spotlight as UK City of Culture 2017 provided an opportunity to regenerate the city centre. Three years' worth of works were successfully delivered in 18 months.

The city's infrastructure provided the stage to host the year-long cultural extravaganza whilst leaving a lasting legacy and delivering the wider ten-year regeneration programme.

The route through the city from the transport interchange around Hull's historic and cultural buildings to the waterfront has been transformed.

London Borough of Barking and Dagenham

Infrastructure Housing: no-one left behind

Barking and Dagenham's submission focuses on the development of a new, innovative and highly creative initiative by Barking and Dagenham Council to create an environment that brings housing opportunities for all income levels. This initiative goes beyond building new homes (we already have 60,000 homes planned) and beyond PRS development (we already have more PRS than all London Boroughs combined). This is a truly fundamental rethink of how councils in London support generation rent and ensure housing options for all.

Best Efficiency and Transformation Initiative

Sponsored by Toltec

Cheshire West and Chester Council

Work Zones - A local solution to Long Term Unemployment

With national unemployment at its peak in 2012, and long term unemployment (LTU) presenting us with considerable additional complexity and cost, Cheshire West and Chester Council created a new, holistic and integrated offer designed to support those affected into sustainable employment.

Our innovative Work Zones have reduced LTU by 81%, boosting the local economy, providing joined-up and responsive services for our residents and delivering a demand-led employment base for our local businesses

Kirklees Council

Transforming Adaptations Services for disabled people

The journey we went on from a very fragmented, disparate collection of separate "stop and start" processes, with very long delays and waiting for a service, high levels of customer complaints and Councillor involvement, culminating in intervention from the DRC (now EHRC) and LGO – to a totally redesigned, integrated and unified team where people who need their home adapting are seen within 8 weeks and customer satisfaction exceeds 90%.

Lancaster City Council

Salt Ayre Leisure Centre

A key focus of the plan to transform the facilities was to develop a programme which managed to maintain access to facilities for customers as far as possible during the building works. Relocation of gym, main entrance, car parking and café are examples of the temporary changes that took place. Similar approaches were taken with clubs and user groups to maintain continuity and particular attention focussed on groups of a more vulnerable nature.

South Hams District Council and West Devon Borough Council

South Hams and West Devon Shared Services Transformation Programme

Four years ago, two Councils embarked on an ambitious programme of transformation, setting the vision for local authority services in South West Devon in 2018. We radically changed every aspect of our work to deliver a new model of shared services focusing on excellent customer experience, cultural change and services that were fit for the 21st century. At the end of the programme, we have achieved 33.5% savings in our net budgets across both Councils and have started to realise service improvements.

Suffolk Coastal District Council & Waveney District Council

"It's not the strongest of the species that survives; it's the one that is most adaptable to change"

With reductions in revenue support grant, rollout

of full service Universal Credit, changes customer expectations and advancements in technology, the customer service department recognised it needed to change and evolve to meet the opportunities and challenges ahead.

The Access & Customer Care Strategy 2015-2019; Journey to Excellence, has transformed service provision, delivery improved customer service, made services more accessible, whilst reducing costs and ensuring the team remained motivated and engaged throughout!

Telford and Wrekin Council

Efficiency & Transformation Initiative

Here at Telford & Wrekin Catering Services, we campaign against the nation-wide stigma of unhealthy, poor-quality school meals. Through service rebranding, and redesigned menus to promote healthier choices, we deliver a healthy, high-street dining experience to secondary school students. Our catering team has strengthened ties not only with staff and students, but also our employees; helping them learn new skills to overcome old-fashioned ways. We are Telford & Wrekin Catering Services and we bring passion back into school meals.

Trafford Council and Wigan Council

Smart Catering System (Evolve)

The partnership developed a Smart Catering System designed for use by the public sector. The web based system used in Infant, Junior and Primary schools, ensures children receive the pre-ordered meal of their choice, within lunch service time scales. The systems' technology reduces queues, engages pupils and assists meal uptake, whilst increasing debt control and efficiency, and reducing waste. There is added reassurance to parents, school/ kitchen as dietary and allergen needs trigger warning alerts at key points in the process.

Best Health and Wellbeing Initiative

Sponsored by UNISON

Cheshire West and Chester Council

Health and Wellbeing: The Cheshire Natural Health Service

Cheshire's Natural Health Service uses the best of our county's green space assets to help tackle recognised local health inequalities. This initiative builds on the growing body of evidence that activities in the natural environment can have a significant impact on keeping people healthy. The programme consists of twelve weeks of evidence-based outdoor activity known to tackle some of our most pressing health needs - and results to date have shown significant increases both in participants' physical and mental wellbeing.

Derbyshire County Council

Healthy Lifestyle Event 2017

Derbyshire Catering Service is passionate about the health and wellbeing of the pupils that they feed. This passion is shown and fed into our healthy lifestyle events. Working together with schools, suppliers and other local authority departments to deliver educational, fun days as part of our social value commitment to our customers. We want to spread the message of good health and reinforce its values to create and maintain healthy children which lead healthy lives.

Dudley Metropolitan Borough Council

Refurbishment to Sheltered Accommodation at Holloway Court and Margaret Vine Court

The project transformed 92 'flats' for older, vulnerable people across 2 sheltered schemes, both in desperate need of major investment, with obsolete, inadequate layouts not even providing basic amenities for personal bathing.

Through successful delivery with effective programming, innovation, consultation and partnership working the remodelling:

1. Provided 100 larger, modern, affordable new

homes;

2. Breathed new life into the community;
3. Retained valuable local assets;
4. Delivered national and local priorities;
5. Provided needed homes cheaper than new build.

East Riding of Yorkshire Council

"A wonder to behold": the sustainable future of Leisure Services as a public health catalyst for wellbeing

This is an account of a highly successful, award winning, internationally recognised health and well-being initiative within East Riding of Yorkshire Council's Leisure Centres. At a recent parliamentary select committee hearing, Martin Smith representing SOLACE described our work as "a wonder to behold". In short the success of this initiative is based on consistently and meticulously placing "Health and Wellbeing" at the centre of all Leisure Services business planning.

Exeter City Council

Wellbeing Exeter - improving individual health and wellbeing whilst reducing demand on traditional statutory services

Wellbeing Exeter encourages preventative behaviours by individuals whilst promoting "resilience" within communities by offering community-based options to individuals, to maintain health and wellbeing, reducing the need for statutory care services now and in future. There are three components:

1. Neighbourhood community development (ABCD);
2. Person-centred, non-medical support and coaching (Social Prescribing)
3. Informed by population data and grassroots knowledge.

Knowsley Metropolitan Borough Council

'Happy and Healthy in the Park'

Eco-therapy and Bushcraft in Knowsley. Our amazing Eco-therapy and Bushcraft sessions are designed to help improve mental and physical wellbeing by inspiring people to become more

active in the natural environment. Our innovative sessions enable people to develop new friendships, take part in team building activities, help boost moods and self-esteem and offer a unique opportunity for quiet reflection and contemplation in our beautiful parks and woodlands.

Telford and Wrekin Council

Working together – Building Recovery

Our four year journey to tackle harm caused by substance misuse is an outstanding example of leadership systematically driven at strategic and operational levels. Local collaboration, across public sector and community organisations, is guided by service users, volunteers and professionals, with everyone making a vital contribution. We have a mature partnership across the Council, police, probation, the NHS and our enviable, vibrant peer-led recovery community, which collectively is improving outcomes and saving money to invest in prevention.

Warrington Borough Council

Independence day

Independence. It's something many of us take for granted – until someone, or something, takes it away. When this happens the effects can be long-lasting and far-reaching for the individual, those closest to them and others who depend on them for support. In 2015 Warrington Council invested in a reshaped, refocused reablement service. Since then the team's interventions – advice, equipment, occupational therapy, and so on – have changed the lives of hundreds of people and saved the authority more than £2.1million.

Best Public/Private Partnership Working Initiative

Sponsored by Walker Morris

Flintshire County Council

Creating a Place Called Home: Delivering What Matters

This ambitious programme working in partnership with private sector residential care providers works to improve services and quality of life for residents. The accreditation scheme supports sector development whilst improving well-being outcomes for residents and contributing to staff development at a particularly challenging time for private sector partners. The programme of cultural change uses person-centred tools/practices to improve outcomes for individuals and enhance overall service quality.

Greater Cambridge Shared Waste Service

Northwest Cambridge Underground bins

The University of Cambridge worked with Greater Cambridge shared Waste Service to develop the largest underground bin system in the UK at the Eddington development in North West Cambridge. The site will benefit from 900 underground recycling and general waste bins placed in 155 banks, eliminating the need for 9,000 wheelie bins to service 6,000 homes. The innovative scheme has proved that positive partnership working can deliver real benefits for residents, developers and the Local Authority, whilst exceeding recycling rates.

Lancaster City Council

Salt Ayre Leisure Centre

Lancaster City Council takes its social responsibilities seriously in the development of facilities ensuring that the commerciality helps deliver obligations municipal leisure facilities should offer. The Council Identified specific objectives and priorities and Alliance Leisure's key aim was to support the

Council through investment in facilities that enable communities to live longer, healthier and happier lives. As a result, the partnership between the Council and Alliance helped the council meet its priorities and ambitions for the development of the site.

North Ayrshire Council

Team North Ayrshire

The Team North Ayrshire Approach has revolutionised how business support is delivered. The move away from historic grant led transactional approaches to a demand led relationship based approach has shown to be the way forward.

The approach brings together all partners to deliver the best support in Scotland and breaks down the barriers of national vs local and builds a model of co-creation.

Stockton-on-Tees Borough Council

"The Gift of Reading for Children in our Care"

A corporate parenting initiative –providing the gift of reading to children and young people in the care of Stockton-on-Tees Borough Council, encouraging the 'corporate parent' to have a tangible connection to the children. Officers and members were asked to buy a book from a list provided by 100 young people from a local small business. The project led to real benefits for young people, and supported increased business at a local independent retailer. A win-win-win.

Warrington Borough Council

Building a sustainable future through collaboration

Innovation is important to us, but impact is far more critical. Financial, social and ethical impact are at the heart of our approach to investment, and over the past few years Warrington has expanded its commercial programme - simultaneously fulfilling Council priorities and generating multi-million pound savings. What makes us unique is our holistic, partnership-oriented approach. This is not about one off projects, or short-term gains, it's a strategy that aims to re-shape our income and expenditure into the future.

Best Collaborative Working Initiative

Sponsored by Invotra

Durham County Council

Durham Humanitarian Support Partnership

Durham rose to the challenge of the Middle East humanitarian crisis, resettling refugees under the Syrian Vulnerable Persons Relocation Scheme.

Partners have worked together to welcome and re-home 26 refugee families, providing comprehensive and joined-up support to 130 people displaced by conflict and terror.

Prioritising integration, independence and community involvement, Durham has become a beacon of best practice and the scheme is being expanded, with a further 100 vulnerable people supported over the course of the programme.

Liverpool City Council

The Labre House Project

Liverpool City Council along with a range of partner organisations have opened a year round homelessness shelter to reduce the problem of rough sleeping in the city centre and surrounding areas. Labre House was opened in November 2017 and is the only council run facility of its kind in the country, offering overnight shelter and ongoing support services to those at risk of sleeping outside.

North Lanarkshire Council

North Lanarkshire's Transplant Games 2017

#bestever happens when Local Authorities, Public Sector Partners, Arm's Length Organisations, Local Businesses, Local Communities, the Voluntary Sector and Charities all work towards producing an event where everyone benefits.

Sandwell Metropolitan Borough Council

Tackling Modern Slavery in Sandwell – A Partnership Approach

Modern Slavery is a grave violation of human rights and in 2016 the Council became aware that it was turning into a significant issue in Sandwell. Through

networking, publicity and strong collaboration with our partners, the Council has been at the forefront of over 30 subsequent multi-partner operations aimed at tackling modern slavery. All have been born out of intelligence sharing and have resulted in both perpetrator arrests and victims being rescued.

St Helens Council

St Helens Cares

St Helens is taking a unique, innovative, place based approach to addressing the challenge of cost and demand in its health and social care services.

The St Helens Cares programme is a specifically locally driven model that is imaginative and innovative, taking a "whole community" collaborative approach with local democratic stewardship through the People's Board and which is potentially of national significance.

It is delivering real benefits to residents at the same time as achieving more efficient use of resources.

Suffolk Coastal District Council and Waveney District Council

"I love it when a plan comes together"

The rollout of full service Universal Credit is the biggest welfare reform in a generation. Lowestoft was one of the first job centre locations nationally to become a full service area. With few examples of good practice to learn from, the East Suffolk UC Support Partnership was formed to support our communities with these changes, using a 'systems' approach to ensure better allocation of resources and avoid duplication of effort - successes included influencing national policy change!

Telford and Wrekin Council

The Telford Land Deal

Through the collaboration of Telford and Wrekin Council, Homes England (HE) and the Marches LEP, the Telford Land Deal has transformed the local investment market establishing a new model for reinvestment of public land receipts to accelerate delivery of new homes and jobs and support local regeneration. After 18 months the initiative has delivered £23m of land sales, attracted £236m of private sector investment, created 1000 jobs and 600 new homes

Best Commercialisation and Entrepreneurship Initiative

Sponsored by Licence Check

Aylesbury Vale District Council

Vale Lottery

In November 2015 Aylesbury Vale District Council launched the UK's first online local authority lottery. The last two years have seen considerable growth for the lottery, with over £140,000 raised for the good causes involved, all at a minimal cost to the council itself. While money has been raised for the good causes, it has also allowed income generation through the sale of our lottery model to many other local authorities, allowing reinvestment back into AVDC as a social enterprise.

Birmingham City Council

Commercialism in Birmingham - redefining the ambition, realising the opportunities

Birmingham City Council is embarking on a range of innovative and unique approaches to the delivery of services – thinking differently to deliver high quality outcomes to the City and the citizens of Birmingham in a time of unprecedented funding cuts. Birmingham's Commercialism approach is overseen by the officer/Councillor Commercialism Board and is driving new ways of working across the organisation both in direct service delivery and in relationships with our partners and is generating a return of £34m pa.

Hull City Council

Hull Old Town Grant Scheme: Breathing new life into Hull's Historic Heart

Hull's historic Old Town has long suffered from a lack of investment in its commercial premises, a situation compounded by changing retail patterns and the listed status of its buildings. These challenges are being overcome through a grant scheme funded by Hull City Council and the Humber LEP that is providing business start-up/ growth and property improvement grants that are transforming the city's historic core into a bustling visitor destination.

London Borough of Barking and Dagenham

Made in Dagenham: The growth of the film industry in Barking and Dagenham

Barking and Dagenham is a borough with high deprivation and catastrophically poor outcomes for residents. Exacerbated by a £68m funding shortfall, the Council has had to think differently about how it delivers services. A true success has been the transformation of our filming offer, from an ad hoc location with four filming days in 2012, to establishing Barking and Dagenham as the go to east London borough for location filming, and soon to be home of London's largest film studios.

North Tyneside Council

The Business Factory

The Business Factory is a business start-up programme using innovative delivery methods to increase enterprise take up within North Tyneside. The project has developed a number of tools and apps to reach a wider audience and provide future income generation opportunities. In the last five years the project has helped to increase the stock of businesses from 3,890 to 5,060, an increase of over 30%.

Warrington Borough Council

Taking control of our future

Commercialisation is a key enabler in tackling the perfect storm of austerity and rising demand on council services. Warrington's priority is to ensure every penny invested brings excellent returns, which can be ploughed back into meeting the needs of customers. This commitment to commercial structures, innovation, entrepreneurship and income generation has driven the council's ambitions to acquire the strategically important Birchwood Park. This investment is providing a huge opportunity for economic development, alongside a vital net revenue return.

Best Community and Neighbourhood Initiative

Sponsored by Woodhead Group

City of Bradford Metropolitan District Council

The Bradford Dragonboat festival

Within 3 years the Bradford Dragonboat Festival has become the biggest (of its kind) in the UK and has delivered UK's first ever Youth Dragonboat Festival. All from a zero budget. It is organised, planned and delivered on a voluntary basis by Council Officers, Councillors, local businesses, community groups, charities and members of the public but fully supported by the Council. It engages with all communities and all abilities and delivers physical activity through fun whilst raising money for charity.

City of Cardiff Council

Carwch Eich Caerdydd

Carwch Eich Caerdydd is Welsh for 'Love Your Cardiff', the Welsh facing name for Cardiff Council's 'Love Where You Live' campaign. The Carwch Eich Caerdydd project seeks to create meaningful engagement with our citizens, encouraging pride in their urban spaces and a sense of influence in the places we live, work and play.

East Ayrshire Council

Clean Green and Vibrant

East Ayrshire Council Housing Asset Services (HAS) have developed a new co-production approach to housing improvement works, empowering local tenants, residents and other stakeholders to work collaboratively with the Council to improve the fabric of our communities. Community capacity building has empowered local residents to drive this transformation themselves. Significant physical improvements have been achieved, along with a genuine increase in community spirit.

North Tyneside Council

Made in North Tyneside (MINT)

Made in North Tyneside is a comprehensive programme of enterprise support which addresses the historic low levels of business start-up within the locality and introduces innovative delivery methods to inspire entrepreneurial activity. The project has supported over 5,000 potential entrepreneurs in the community and increased the number of self-employed residents by over 70% in 5 years.

South Tyneside Council

Tackling Mate Crime – South Tyneside Council

South Tyneside Council's Community Safety Team collaborated with partners in an innovative, highly effective initiative to facilitate better multi-agency responses to the challenging, often-overlooked problem of 'mate crime' exploitation of vulnerable adults, raising awareness by developing innovative, impactful yet low budget online multi-media resources (shaped by service users and harnessing the talents of local film students), launching a celebrity-backed social media campaign, and hosting a sell-out, well-received regional conference for multi-agency professionals.

Wolverhampton City Council

City of Wolverhampton Council's Snow Wolves

City of Wolverhampton Council's Snow Wolves is a volunteering initiative which encourages community minded residents to clear snow on public pathways and driveways in their neighbourhood. The council provides each volunteer with a high visibility jacket, six kilograms of rock salt and a snow shovel. The 270 Snow Wolves then ensure that the vulnerable residents in their neighbourhood, such as those with illnesses, disabilities, mobility issues or children in pushchairs, can maintain their independence after snow fall.

Best Innovation or Demand Management Initiative

Sponsored by Contenur

Aylesbury Vale District Council

Vale Lottery

Vale Lottery, launched in November 2015, is an innovative way of helping local good causes to help themselves in the face of reductions in traditional grants. It is a new concept in local government. With over 180 good causes signed up and making money from the lottery the relationship between community groups and the council is moving towards a more sustainable 'self-help' model. The success of Vale Lottery is spreading, with other council across the UK adopting it for themselves.

Cheshire West and Chester Council

Innovation or Demand Management - Edge of Care Service

Cheshire West and Chester Council has seen a rise in children entering care in recent years that is more acute than for many other local authorities. Within this context, our Edge of Care Team was launched to support families at significant risk of breakdown where other interventions were not making an impact. Three quarters of the children involved in this service avoided becoming Looked After Children and the Edge of Care Team contributed approximately £1m towards the Council's cost reduction programme

City and County of Swansea Council

Team Around the Family in Schools – TIS

Team Around the Family in Schools (TIS) is a radical, innovative initiative; it allows council workers to empower primary school staff to support vulnerable children and families to tackle early stage social challenges. This improves lives and reduces pressure on the authority. TIS has trained workers in 73 of Swansea's 79 primaries. Now, schools have many courageous conversations with families – and families receive more of the right support from the right people in the right place at the right time.

East Ayrshire Council

'All Change for No Change'

East Ayrshire Council has proved that on some occasions, 'No Change' can be good for business! With the simultaneous implementation of 3 integrated systems, online school payments, cashless catering and school fund expenditure management to all schools (bar one!) within 2 years. A 'One Stop Shop' bringing in almost £3,000,000 via online payments, as well as a 13% increase in school meal uptake.

Glasgow City Council

Bulk Waste Collection App

Through the development of a new app Glasgow introduced a new method of managing bulk waste uplift requests. Frontline collection teams receive requests, via mobile devices, in real time allowing them to respond immediately to requests as they are received. The app focuses on reducing waiting time for residents to have bulk waste collection requests processed, increase efficiency and reduce manual administration intervention in the service. The project contributes to making life in the city, safer, smarter and more sustainable.

Milton Keynes Council

Milton Keynes Council Planning Service: Developing Development Management

Milton Keynes Council's planning officers' workload was high and with no structured approach to work or performance monitoring: solving this was to be difficult. Officers relied on extensions of time to manage workload and, with no forecasting, there was no thought for future workload or resources. They embarked upon a transformation, innovating how they managed performance, forecast work and engaged employees. They now have an outstanding reputation, envious turnaround times and happy employees; and other authorities want to know how.

Best Renewable Energy or Energy Efficiency Initiative

Sponsored by Salix Finance

Aberdeenshire Council

The Carbon Budget

Aberdeenshire Council became the first Local Authority in Scotland to develop and approve a Carbon Budget. The Carbon Budget is intended to bring better governance and management to the challenge of reducing the Council's carbon emissions and ensures we are placing as much focus on our carbon footprint as we do our financial budgets. The key to success has and will continue to be, spreading awareness and encouraging ownership. This is an opportunity for positive change and innovation across Services and within our communities.

Durham County Council

County Durham School Carbon Reduction Programme - a long term model of school energy efficiency support and guidance

The County Durham School Carbon Reduction Programme (SCRCP) is an award winning long term comprehensive service for schools helping them to reduce their energy use, save money and carbon through behavioural change; curriculum learning; practical advice; support and billing moderation. Working with over 240 schools annually, funded through an annual Service Level Agreement via the Low Carbon Economy Team. The programme continues to evolve and identify funding opportunities through Salix and also private sector finance (e.g. Solar for Schools).

Milton Keynes Council

An innovation LED initiative

Milton Keynes Council continues to drive for efficiencies through a number of ambitious projects, to make public lighting on the highway more efficient and sustainable. Through conversion of the Councils lighting assets to alternative products that deliver optimum efficiency, using reflective

materials and innovative technologies, and fine tuning apparatus to achieve maximum benefit, the Council is achieving maintenance and energy savings and carbon reductions whilst extending the lifetime of the apparatus to its maximum to achieve real value for money.

Nottingham City Council

Nottingham City Council Greener Buildings' Strategy

Nottingham City Council's Energy Services adopted a holistic approach to tackle the council's and the city's energy demand in a sustainable way. Buildings owned by the city council account for a significant amount of the energy consumed within the city and the associated carbon emissions. With a proactive approach to addressing under-performing buildings in terms of energy efficiency, we have had a positive impact on the city's direct and indirect carbon emissions.

South Gloucestershire Council

Renewing the South Gloucestershire Fleet – Our Electric Journey

The main source of air pollution in South Gloucestershire is road traffic. Over and above the Council's obligations to manage air quality and carbon reduction, South Gloucestershire Council's ambition is to lead the way in converting 20% of its light vehicle fleet to electric.

Changes introduced demonstrate cost savings and significant reductions in emissions and fuel. Alongside changes to the fleet the Council continues to promote sustainable options to reduce business travel.

Stockton-on-Tees Borough Council

"Saving Energy, Improving Lives"

The Council has a proven history in improving domestic energy efficiency and reducing carbon emissions combined with our passion for always ensuring we tackle affordable warmth and improve health and well-being. An ambitious Affordable Warmth Strategy delivering housing improvements, energy and welfare advice, income maximisation, and emergency measures has

reduced domestic emissions by over 30% in the last 10 years, removed 6,556 households from fuel poverty, saved residents millions of pounds and changed the lives of households forever.

Suffolk County Council

Smart Street Lighting

This paper addresses issues and opportunities around traffic-adaptive highway lighting and charts the background, current strategy and future aspirations of Suffolk County Council's plan to extend its successful pilot across the county supported by main industry bodies and European partners. This will create one of the largest adaptive highway lighting systems in the world and will look to embrace further innovative technologies that can seamlessly embed into their already proven communications network.

Wealden District Council

The Big Wealden Switch

Wealden District Council worked in partnership with iChoors to deliver The Big Wealden Switch, a community collective switching project to help Wealden residents save money on their energy bills.

Since its inception, The Big Wealden Switch has resulted in 1151 residents switching energy suppliers, realising a total of £272,000 savings – an average of £200-£300 annual savings per household.

Best Service Team: Construction and Building Service

Sponsored by Cemetery Development Services

Caerphilly County Borough Council

Caerphilly Homes WHQS team

In 2012 Caerphilly County Borough Council embarked on a £220 million Welsh Housing Quality Standard (WHQS) improvement programme to its housing stock of almost 11,000 homes. Its in-house workforce has delivered a proportion of this work; consistently delivering exceptionally high

standards and receiving positive feedback from tenants. The team has also nurtured new talent with 25 apprentices employed to date to work directly on the programme.

Cambridge City Council

One Two THREE C Building Control, Count on us to achieve your goal!

3C Building Control is a Shared Service for Cambridge City Council, Huntingdonshire District Council and South Cambridgeshire District Council. The team believe providing a rigorous and professional building control partnership ensures the people of Cambridgeshire and beyond are protected and buildings are built to the highest possible standards. Our vision is "building together – the key to success" and we strive to meet this aspiration every day for all of the projects 3C Building Control contribute to.

City and County of Swansea Council

Building On The Foundations Of Success

A successful history of performance management and efficiency initiatives placed Corporate Building 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 carried out recently. The review took six months to complete with the proposed outcome to transform existing in-house delivery being approved by Council. This was implemented with the target being to achieve substantial savings of £0.8m by 2019.

Durham County Council

Building and Facilities Maintenance

Durham County Council's Building & Facilities Maintenance Team is an innovative and award winning service, providing Construction Services, Repairs & Maintenance and Compliance Management. We maintain over 900 buildings for the Council, Schools and External Customers. In addition we provide lift maintenance services across the North East to in excess of 3,000 homes and businesses. By realigning interdependent teams as part of a service wide review, we have implemented service and customer improvements, delivered savings and enhanced our commercial approach.

South Tyneside Homes

South Tyneside Homes Repairs service improvements and savings

In 2017/18 the South Tyneside Homes (STH) repairs team was challenged to reduce the 102,000 repairs to a target of 85,000, whilst maintaining the average cost of repairs and customer satisfaction levels. They surpassed this with 83,610 repairs, with a reduction in the cost of a repair from £78.17 to £74.50. This reduced the overall repairs spend by around £1.74m and did so whilst achieving an increase in customer satisfaction from 86.23% to 91.47%.

Telford and Wrekin Council

Telford and Wrekin's Commercial Journey

biT is Telford & Wrekin Council's Property, Design and Facilities Management Team, working collaboratively as part of Commercial Services. A pro-active and innovative service, seeking opportunities to develop commercially and generate additional income through our unique full service offer, whilst effectively and efficiently maintaining the council's property portfolio.

Re-branding, marketing and service development has helped us to compete with the private sector to achieve challenging income targets whilst excellent customer service has enabled the group to retain existing clients.

Best Service Team: Catering Service

Sponsored by Premier Foods

Birmingham City Council

Improve and Grow

In recognition of APSE wins in 2016 & 17 reflecting substantial service transformation and children-centred philosophies, Cityserve has continued to develop at significant pace despite increasing competition and cost-pressures. To supplement a class-leading interactive Development Kitchen, our brand-new state of the art Ofqual accredited Learning & Development Centre substantially invests in colleagues and service, whilst our strategy of commercial growth through a focused provision,

unique contract development products, innovation, technology and food service diversification ensures that we continuously improve & grow.

East Ayrshire Council

'The Right Recipe - Future Proofing Fresh, Local, Sustainable Food'

East Ayrshire Catering Service has found the 'Right Recipe - Future Proofing Fresh, Local, Sustainable Food, for the Whole Community'. Not only the longest serving holder of the Soil Association's 'Gold Food for Life Served Here' Award in the UK, East Ayrshire has gone beyond a purely commercial approach to school meals, taking serious account of the deprivation, health, environmental, economic and educational benefits of healthy and sustainable food, not only in schools, but throughout the whole community.

Gateshead Council

Cooking up a recipe for success!

Gateshead School Catering have been working hard to continually improve the service being provide to all of existing customers, in the midst of establishing a reputation for high-quality, fresh and tasty meals within newly acquired sites in neighbouring local authorities. The past 12 months has seen an abundance of new initiatives which have further improved the already impressive uptake, sales and satisfaction figures held by the service.

Nottingham City Council

Working together

Working together with schools, parents, school-children and our catering staff to develop a catering provision which is healthy, nutritional, fun and educational- whilst being able to adapt to outside environmental and social factors.

With the spotlight on the importance of providing fresh and healthy school meals, we recognise the need to improve and develop our service to reflect this. We integrate great tasting food with a programme of educational, fun and engaging activities. Through innovative staff training and working together with schools, schoolchildren and their parents/guardians, we work to understand the bespoke needs of the school and the school-children so we can provide the best service possible.

Plymouth City Council/CATERed Ltd

CATERed Limited

CATERed Ltd - innovatively demonstrating collaborative working to improve the overall experience for our customers. Delivering improved service quality, reduced costs and increased efficiencies and economies of scale giving a stronger financial base. The company's unique set up means we have the customer's needs at the heart of everything we do. Feeding Ambitions – Making a Difference – Every Child Every Time CATERed Limited – Going the Extra Mile for our customers

Stockton-on-Tees Borough Council

"Innovation – From Garden to Plate, from Food to Fuel"

The key to Stockton's success is creating bespoke packages to schools as we believe one size does not fit all, a huge focus on special needs catering delivery and working on well established relationships. Our staff continue to be our best asset and have embraced the waste food recycling project. A productive year with increased meal numbers, more engaged parents and our children eating healthy meals all year round.

Best Service Team: Facilities Management and Building Cleaning Service

Sponsored by ASSIST

Aberdeen City Council

Cleaning Services: Transforming in Excellence!

The Cleaning Services has aligned its vision with the overall councils Local Outcome Improvement Plan 2016-26(LOIP) thereby transforming the way it does business to ensure Aberdeen is: 'A place where all people can prosper'. In 2017/18, Aberdeen City Council (ACC) introduced a new Target Operating Model (TOM) and the Cleaning Services was quick to embrace the challenge for change and

innovation by pursuing the ethos of the Smarter City: Smarter Living & Smarter Environment. This meant the Cleaning Services achieving income of in excess of £1.2m from its improved service operations 2017/18 and approximate cost savings of £500k over the next 5 years via reduction of cleaning team staff.

Dumfries & Galloway Council

Changing the way we clean

Dumfries and Galloway Council were tasked to make significant savings from their cleaning budget. Being innovative they looked at how they could change the way their cleaning services could be delivered in a rural area that covers 6426km². They have changed the way they clean by introducing 5>4 day cleans in schools, 3>2 day cleans in offices and Team Cleaning into various establishments. Our new philosophy is "Find it Clean, Keep it Clean" where all employees take responsibility.

Gateshead Council

Facing challenges but creating solutions

Gateshead Council's Facilities Management Service has undergone a period of restructuring resulting in an exciting transformation. It has seen the consolidation of a number of previously independent service areas to create an in-house, holistic, integrated solution to all building management needs; Facilities Management Solutions (FMS). Underpinning this transformation is an exceptional team of well-trained, multiskilled employees with the vision and drive to continue improving the service for the customer, who truly hold at the heart of everything they do.

Liverpool City Council

Provision of private house cleaning – supporting vulnerable people and families in living independently.

Liverpool City Council's Building Cleaning Team provide cleaning and clearance services to private domestic properties, supporting various health and social work teams in supporting vulnerable adults and families in living independently. This work was previously undertaken by the private sector and a decision was taken to bring the service in-house. The decision has led to a marked improvement in the quality of the service received and a cost saving

of nearly 60% when compared to private sector provision.

Powys County Council

Not just a cleaning service

Powys Cleaning Service has transformed over the past 18 months with a fresh portfolio of services largely replacing the traditional roles of the team. We are all now working to one goal to sustain our business, with the ethos of "If it needs doing, why can't we do it?" We firmly believe we are a good news story, working in the best interests of the Authority and its residents.

South Tyneside Council

South Tyneside Council Building Cleaning Team

South Tyneside Council's Building Cleaning Team has undertaken a major programme of investment, improvement and modernisation over recent years. Developments in staffing, products, equipment and budget management have enabled the team to become more effective, efficient and productive. The team have developed innovate working models to facilitate growth and expand the range of services it offers. The above has acted as a catalyst towards commercialisation of the service, which has generated significant income from a wide range of new customers.

Best Service Team: Highways, Winter Maintenance and Street Lighting Service

Sponsored by WJ Group

Borough of Poole

Using knowledge and data to build a risk based approach to gully emptying.

The Borough of Poole's Street Scene Team manages over 500km of urban highway. A key part of this integrated service includes maintaining roads, paths and promenades in a safe and serviceable condition. A maintenance strategy for managing

drainage assets using knowledge and data gained during the delivery of services including, gully emptying, street sweeping and safety inspections has been reaping reward. This innovative approach has engaged staff, lowered spend, focused actions and reduced flood related incidents.

Durham County Council

Durham County Council Highway Service

Recognised as one of the country's most efficient highways authority, Durham is making a real impact on its community, delivering innovative customer-oriented schemes which help to keep people safe and the county moving. Despite unprecedented budget reductions, continued maintenance needs and rising demand, the highway service reviewed working practices and found innovative solutions, ensuring the smooth functioning of the highway-network, and continued to adapt and shape the service to deliver efficient and effective services meeting and exceeding customers' expectations.

East Riding of Yorkshire Council

Highways, Winter Maintenance and Street Lighting Service

Highway Services in the East Riding are delivered to a very high standard, which is due to the training of its staff, together with appropriate investments in 'fit for purpose' assets and equipment. The Council has a commitment to the development of skilled in house teams, rather than out-sourcing to secure quality, motivation, flexibility, and pride. One example of the Team's willingness to go the extra mile is that they carry out works for neighbouring authorities to bring in additional income.

Stockton-on-Tees Borough Council

"We're All in This Together!"

Local authorities are experiencing tough times year on year and managers are always looking for innovative ways to improve efficiency and engage with staff in a way that produces better working whilst ensuring staff views are known and considered. Rather than complaining about cuts, staff in the Highways and Street Lighting section are embracing this as an opportunity to make a positive contribution to their working environment which improves working conditions whilst enhancing the reputation of Stockton-On-Tees Borough.

Suffolk County Council

Developing a new approach to delivering a street lighting service

This submission addresses the challenges faced by Suffolk County Council and its term maintenance contractor, Kier Infrastructure Services Ltd., to develop new working practices and processes that deliver, and improve, the street lighting service to end users, the public, and stakeholders. Against a background of deteriorating assets and increased budgets, the Street Lighting Team has actively sought to identify opportunities to embrace new technology to maximise workforce efficiencies whilst reducing CO2 consumption, maintenance and energy costs.

Tayside Contracts / Dundee City Council

Dundee Roads Maintenance Partnership

The Dundee Road Maintenance Partnership was established in 2009 to provide a client /contractor integrated operating model for road services in the city. Since inception the Partnership has achieved all of the core service plan objectives and has demonstrated through market comparison benchmarking the Partnership is the optimum best value delivery vehicle for the service. Of particular note, the Partnership has improved the road condition steadily year on year against a background of diminishing budgets.

Best Service Team: Transport and Fleet Maintenance Service

Sponsored by Nexus Vehicle Rental

East Riding of Yorkshire Council

Driving Continuous Improvement

Five years ago East Riding of Yorkshire Council's Transport and Fleet Maintenance team was split into different service areas within the Council's Environment and Neighbourhood Services Directorate. A restructure of Transportation Services (2017) identified the need for more effective joint working and peer challenge to drive

improvement in all areas of operation. The benefits of this approach are now being realised – with substantial improvements in procurement, vehicle maintenance arrangements, fleet replacement, financial transparency and the transformation of passenger transport delivery.

Falkirk Council

Transport and Fleet Maintenance Service at Falkirk Council

Falkirk Council Fleet Service provides a support service for 530 vehicles used by other Council user services. The main focus is to ensure that the user departments receive the best possible service delivery from the workshop with the main aim being to ensure that the vehicles are roadworthy and comply with all relevant road legislation. The Fleet team works closely with each user department to ensure that they conform to the policies and procedures set in place.

Fife Council

Changing Face of Fleet Management and 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.

Fleet is an expensive element in delivering local authority front line services. Fleet Operations challenge historic practices in endeavours to modernise the delivery of fleet management and maintenance. 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.

Knowsley Council

Transport and Fleet Management Services at Knowsley Council

The Service has been challenged to do more with less over recent years and as a 'trading service', to support the Sustainable Budget Strategy.

In response, we reviewed the continued suitability of our offer, the approach to fleet management and our relationship with customers. Delivering the

fleet replacement programme in a timely manner, developing a robust and consistent approach to 'compliance', identifying efficiency gains in the workshop and capacity to pursue commercial growth, have all been key priorities during 2017/18.

Leeds City Council

Transport and Fleet Maintenance service

As part of the LCC Fleet replacement programme to 2026 and beyond, various alternative fuel pilots have been undertaken, specifically with electric, Compressed Gas (CNG) and Hybrids vehicles. These pilots have proven fundamental for the authority to establish a true understanding of vehicles available to procure. The council wants to lead by example by tackling the emissions of its own fleet preparing for a (CAZ) clean air zone due December 2019 and to be fossil fuel free by 2025.

Oxford City Council

Oxford Direct Services Motor Transport

Over the last year Oxford City Council / Oxford Direct Services has focused on continuing to strengthen 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 the fleet management system, a range of training plans, improved communications and customer involvement in the transport process the objective of improving a cohesive transport team and service has been achieved.

Wakefield Council

Recognising Excellence

Wakefield Council's, Transport Services' offer Fleet, Maintenance, Passenger, and Driver Management Services to both the public and private sector. Holding PCV & LGV Operators Licences to meet the commercialisation agenda laid before LA's.

By fleet Corporatisation; a robust Transport Asset Management Plan and business case process, both base fleet need and renewal was established. Paving the way for operational excellence demonstrated by achieving:

- Earned Recognition (Driver & Vehicle Standards Agency)
- Truck Excellence (Freight Transport Association)

-ECO Stars Fleet Recognition. And despite austerity; securing significant investment, for a new site and maintenance workshop.

Best Service Team: Waste Management and Recycling Service

Sponsored by Bartec Auto ID

Bolton Council

Team Waste and Recycling

The forward thinking, positive approach, hard work and dedication of staff across a waste and recycling led to a successful borough wide (123,000 households) engagement and behaviour change programme to exchange the 240 litre domestic waste bins for slimmer 140 litre bins being introduced. The aim was to divert waste from the residual bins into recycling saving £1.25m in disposal costs per year. By the end of March we had avoided waste disposal costs of over £4 million.

East Renfrewshire Council

Reaching the highest percentage of recycling in Scotland

East Renfrewshire Council has consistently achieved high recycling performance, however due to the receptacles used, many of our residents were dissatisfied at the Council's provision which was having an impact on our recycling rate. We redesigned our refuse and recycling collections in October 2016 and have seen substantial efficiency savings of around 600K in the first year and have increased our recycling rate to 60.8% for 2016 and 67.1% in 2017 (the highest recycling rates ever reported in Scotland).

East Riding of Yorkshire Council

Waste and recycling service

Our council achieved the highest recycling rate of any local authority in England for 2016/17.

The whole team worked on a large scale project which increased food waste recycling and so far saved £80,000 in disposal costs.

Our bin men won awards for bravery for tackling an armed carjacker and continue to earn praise from the community. Despite increasing budget pressures, we continue to improve the service and deliver record results.

Mid and East Antrim Borough Council

Mid and East Antrim Borough Council Waste Management Team

Council's waste services team delivered an innovative behavioural change and communications campaign in 2017 that engaged householders and called them to action to recycle food waste and re-use and recycle materials at Council's Household Recycling Centres. This resulted in Council recording the highest recycling rate among NI Councils during Jul-Sep 2017 at 57.5%, an improvement of 8.4% on the figure recorded in the same quarter the previous year and has been used as a case study for other councils.

Oxford City Council

The cherry on top of Oxford's food recycling service

This submission illustrates Oxford City's commitment to continual public service improvement, highlighting that partnership working both internally and externally can lead to positive outcomes. Following a project to increase food recycling in Oxford, our recycling rate increased as our food tonnages increased (by 59%) with simultaneous decreases in residual waste (by 7%). Clear communications and objectives were implemented, which contributed to the success of the project. Our mascot Fliss the food caddy has also helped.

Rochdale Council

The Rise and Rise of Recycling in Rochdale

Rochdale Council's switch to three-weekly collections in 2015 saw the proportion of Rochdale's recycled waste grow from 33.4% to 47.2%. Our challenge was to continue improving towards our 2020 goal of 50%. In 2017/18, we increased our focus on changing the behaviours of our harder to reach communities while improving operational efficiencies and raising customer satisfaction. Our collection crews worked alongside colleagues in Recycling Improvement, Enforcement and

Communications to drive behavioural change and achieve that 50% goal two years early.

Best Service Team: Street Cleansing and Streetscene Service

Sponsored by BBits

City of Cardiff Council

Neighbourhood Services Blitz: Creating a Family of Services

The Neighbourhood Service's Blitz is a Cardiff Council initiative linking together our Environmental Enforcement, Civil Enforcement, Cleansing, Highway Asset and Parks services, focussed around a proactive deep cleansing and street scene enhancement team.

During a challenging period for many local authority budgets, this coordinated multi-discipline approach has resulted in an ongoing turn-around for the fortunes of Cardiff's urban spaces, as well as effectively exploiting new synergies between Council teams and the communities we serve.

Durham County Council

Operation Spruce Up

Operation Spruce Up is a focused 'surge' from a range of council services, coming together all at once to work alongside local community, schools and businesses to give a thorough deep clean to towns and villages. The hive of activity in each area is between one to three weeks duration. It has made a substantial impact in every settlement it has visited and provides a high profile demonstration of what focussed efforts and partnership with local communities can achieve.

Eastleigh Borough Council

Transforming Street Scene Services in Eastleigh

Eastleigh Borough Council's StreetScene team is committed to a culture of continuous improvement, following a major review of its structure and operations, focused on how a previously disjointed service should be delivered in the future.

The aim was to maximise efficiencies and re-establish the team's commitment "to ...deliver a real improvement in the quality of the environment." Effective scheduling, resident engagement, staff development and giving individual employees ownership of their area led to significant gains in productivity and quality.

Gedling Borough Council

Clean Streets in Partnership: Delivering Street Cleansing and Streetscene Services in the 21st century

Faced with unprecedented pressure on 'Street Cleansing Services', especially in the Top Valley/ Warren Hill Estate area of Gedling Borough, both in terms of finances, and ever escalating complaints. A radical solution was required to resolve the situation.

By establishing a 'Clean Streets Partnership' working together with neighbouring authorities and local resident groups in a dynamic relationship. GBC Street Cleansing Services managed to raise standards of delivery and added social value to ensure tidier streets and better integrated waste and recycling.

Knowsley Council

Knowsley Council's Streetscene Team accepts the challenge to keep its streets clean!

Following a challenging period of significant change, Knowsley Council's Streetscene Team has a renewed vision for the community to have clean and tidy streets and public open spaces.

It is acknowledged that the borough has more than its fair share of highly deprived areas which attract increased levels of litter, fly tipping and dog fouling problems.

A dedicated team are working with partners and stakeholders to tackle fly tipping, littering and the forgotten 'grot spots'.

Nottingham City Council

Prioritising partnership working to provide solutions to ever changing cleansing needs and using citizen engagement to help improve the service and offer best value

The shape of Nottingham is changing. We have more students, more developments, more

emerging communities and more expectations to provide a better service on less money.

Our service has developed to reflect this. We can no longer provide a traditional, isolated, council service. We have established a cohesive network with citizens, Neighbourhood Management, Enforcement, Highways, Housing, Park and Open Spaces and community groups to work together and most importantly communicate so we provide the best service possible.

Royal Borough of Greenwich

Street Cleansing and Street scene Service (Public Realm)

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

Best Service Team: Parks, Grounds and Horticultural Service

Sponsored by Amazone

Birmingham City Council

Birmingham Clean, Lean and Green

Birmingham Parks Service thrives to provide a customer focused "Value for Money" service despite a backdrop of severe budget cuts. The Parks Service is adopting a more commercial approach whilst at the same time working closely with the community and all partners to increase usage of the parks facilities. Birmingham Parks also continues to be a centre of horticultural excellence, winning prestigious awards such as Chelsea Flower Show Gold, Gardeners World Live Platinum and the Wigan Cup.

Bracknell Forest Council

Heritage Parks Team – engaging the community

The Heritage Parks team are an engaged and dynamic team who maintain the two historic, multi-award winning, flagship parks within the borough of Bracknell Forest. They have a positive, can-do attitude and have responded to various challenges to deliver high quality horticultural standards and visitor satisfaction ratings at 98% and 100% respectively. They are leading the way in volunteer engagement and income-generating community events.

Lisburn and Castlereagh City Council

LCCC Grounds Maintenance Section

On 1st April 2015, Lisburn City Council and Castlereagh Borough Council were joined in holy matrimony, but like all successful marriages, there were challenges along the way for the newly created Lisburn & Castlereagh City Council. This submission attempts to shine the light on one small section of the Council (Grounds Maintenance Section) and to highlight its many achievements to date.

Mid and East Antrim Borough Council

Parks and Open Spaces Putting People First

Mid and East Antrim has established a reputation as an award winning Borough through success in Ulster and Britain in Bloom and UK Village of the Year. This success has been developed, co-ordinated and supported by the 120 Parks and Open Spaces staff who, despite the challenges of Local Government Reform, have worked to ensure customer needs are exceeded and that communities and volunteers have been engaged and supported resulting in outstanding parks and open spaces.

Nottingham City Council

Nottingham Parks and Open Spaces: A decade of transformation and still going strong

A decade of transformation in service delivery, quality and culture has created a thriving, sustainable and largely self-funding service fit to grow, build, maintain and activate Nottingham's parks. External funds totalling almost £39million, alongside ambitious commercialisation and

dynamic partnership working, have revitalised parks. They now fly 53 Green Flags; have new playgrounds, gyms and skate parks, and restored heritage sites treasured by an active and engaged community. Political support is robust, and public satisfaction has climbed from 76% to 94%.

Stockton-on-Tees Borough Council

“Rotovate to Innovate”

Local authorities have experienced some tough times in the last decade with constant change and cuts to budgets, impacting what we can deliver to residents. That's now a fact of life and one which we can't shy away from; rather than continue to plead the harshness of these challenges, Stockton has moved on with relish and taken this as an opportunity to innovate through delivering things differently to give residents something to smile about. Come with us on the journey of change and innovation.

West Lothian Council

Service Excellence in all that we do

West Lothian Council Nets, Land and Countryside Service always strive for excellence. Sustained budgetary constraints has transformed the planning and strategic direction of service provision resulting in a process of clear planning, restructuring and financial foresight to provide the best possible service to residents. The service has successfully concluded a 5 years capital programme and developed plans to deliver Open Space improvements in the coming 10years to ensure that Parks and Open Spaces remain vibrant and fit for purpose.

Best Service Team: Cemetery and Crematorium Service

Sponsored by Hoopers

City of Cardiff Council

Excellence at all times

With a 99% customer satisfaction rating Cardiff Bereavement Services is an excellent service. We are a small team committed to assisting the bereaved and addressing the loss of human life. Cardiff is South Wales' only Authority to hold gold level burial and cremation service standard under the Charter for the Bereaved. The service holds two Green Flags and is continually looking at how we can improve the services we offer to meet the needs of the community we serve.

East Ayrshire Council

Respectful Funerals Service

East Ayrshire Council's Respectful Funeral Service is the first of its kind in Scotland. Our innovative approach to procurement has improved wellbeing and addressed many issues relating to funeral poverty, allowing the Council to work together with local service providers, providing a bereavement service for communities that is affordable, professional and dignified. In its first 12 months of operation, the Service has delivered savings of £167,000. Many UK councils have already approached us and are considering setting up similar models.

Northwest Leicestershire District Council

Looking After Your Lost Loved Ones: For Life

Following a call for help, our officers agreed to step in and support burial staff at a neighbouring authority. Realising there was a wide range of cultural needs, the small team of 2 quickly set about familiarising themselves with what was required to deliver the highest level of service to all members of the community. Nine years later sees a strong and

thriving partnership, providing an excellent, high quality, trusted, compassionate, flexible service to residents during their darkest days.

Nottingham City Council

Citizens at the heart of our first-class service

This transformed and modernised service is reviewed constantly to give professional, cost-effective provision 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.

The Nottingham Funeral is amongst the top value packages nationwide. Thousands more burial spaces have been created through imaginative landscaping, and the involvement of volunteers is welcomed.

Oxford City Council

Oxford Direct Services Cemeteries Service – A new era

Over the past year Oxford Direct Services Cemeteries Service has gone through its first regime change in over a decade. This transition has given the Cemeteries Service an opportunity to review and rejuvenate the service. By looking at the service we provide from the customer's perspective we have been able to make significant changes in a short space of time that have been positively received.

Wirral Council

Freefall Cremators and the benefits they bring

The introduction of the requirement to abate mercury emissions by at least 50% required the replacement of Landican Crematorium's four flatbed cremators. A presentation of a Freefall Cremator system which claimed to be able to reduce energy costs whilst maintaining our capacity to cremate in excess of 3000 per year provided a new option to us; however they had not been installed within the UK before and the systems compliance to operate in accordance with UK operating requirements was unknown.

Best Service Team: Sports, Leisure and Cultural Service

Sponsored by Alliance Leisure

Antrim and Newtownabbey Borough Council

Leisure Membership Turnaround Project

Antrim & Newtownabbey Borough Council (a newly formed local authority) wanted to define direction & priorities for leisure. The Leisure Strategy (approved in 2017) had a simple, powerful vision: More People, More Active, More Often. Action began immediately with an issue that emerged during consultation for the strategy; the issue of 'price' was restricting some people using leisure facilities. A project team was established to simplify pricing, create affordable memberships & encourage increased usage at leisure facilities within the Borough.

Cheshire West and Chester Council

Cheshire West and Chester Library Services Team

Across the UK, there has been significant decline in the use of library services - a trend reflected locally. In response, we have transformed our disused cinema into an international cultural centre, integrating the city library with theatre and cinema and sharing learning with our other libraries across the borough. The creation of Storyhouse and work of our Library Services Team have had a hugely positive impact on customer footfall, membership, engagement and experience, and transformed our library services offer

East Riding of Yorkshire Council

East Riding Leisure – Making a difference

The East Riding Leisure Team (ERL) has generated national and international recognition for their innovative processes. Being close to our customers, customer and continually going beyond what they expect has substantially reduced the cost of the ERL service whilst increasing income, customers, patients and addressing social needs.

Gateshead Council

The commercial growth of Go Gateshead Sport & Leisure

The Go Gateshead Sport & Leisure Service operates 7 leisure facilities including Gateshead International Stadium, a sports development and events functions. The service employs circa 300 employees. The service has undergone significant change since 2015, with the introduction of a new senior management change, a management options appraisal and a new commercial approach to develop a sustainable service which meets the needs of the service.

Stockton-on-Tees Borough Council

Pro-activity – Positive Steps towards Sustainable Sports Development Services

Sports Development services are non-statutory and under pressure within local authorities struggling with significant budget reductions imposed over the past decade. In order to protect and preserve Sports Development whilst accepting budget pressures, Stockton Council have developed an innovative approach enabling sports development services to thrive. The Sisters-R-Doing-It initiative demonstrates this ethos of reducing LA subsidy through the creation of initiatives that a) deliver positive health and wellbeing whilst b) generating income for the service thus reducing base budget requirements.

Telford and Wrekin Council

Growth, a real solution to Austerity?

Telford and Wrekin Leisure Services have proven that both significant savings and service improvement can be delivered together and as an alternative to cuts and outsourcing.

By placing itself at the heart of the Council's commercial strategy the service has through a strategic programme of investment, service redesign and a 'can do' culture of innovation transformed its leisure facility stock, and its service provision ensuring long term community outcomes, service improvements for residents and ongoing revenue savings.

Best Service Team: Environmental Health, Trading Standards and Regulatory Service

Sponsored by De Montfort University

City and County of Swansea Council

Taking on the issues that matter

Trading Standards is no longer just a weights and measures section within local authority with cut backs with other organisations more and more complex investigations are being pushed towards trading standards. These investigations have a huge impact on the local economy and the health and wellbeing of our residence. Over the last couple of years this has seen Swansea deal with “legal highs”, call centres, fulfilment houses, market wholesaling counterfeit dangerous goods and a supplement seller, selling cancer causing chemicals

Kettering Borough Council

Environmental Health – Shared approach to 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.

Telford & Wrekin Council

Trading Standards Accredited – the new innovative website that aids the public in finding reliable traders

In response to an 18% increase in rogue trader complaints, we have created “Trading Standards Accredited”. This is an exciting new, trusted-trader website. It is a vital tool to combat the increasing

problem of rogue traders and giving local residents ready access to trusted traders. Similarly, TSA meets the expectations of businesses, encouraging professional, reliable companies to sign up, offering them valuable marketing support. TSA is user friendly, allowing even the most vulnerable groups in society access to approved Members.

Thurrock Council

A tale of two ports – Thurrock Trading Standards at UK border

Thurrock Trading Standards team works with national partners as part of the safety at port and borders project, preventing illegal and unsafe items gaining entry to the UK via ports in our borough. Small but perfectly formed, the team’s work is estimated at saving the UK economy £14.4 million as well as preventing hundreds of thousands of unsafe/non-compliant goods entering the UK marketplace.

Wigan Council

The Wigan Council Good Trader Scheme

The Wigan Council Good Trader Scheme, run by the Trading Standards team, helps residents find reputable traders and support local businesses. This year the scheme celebrated its 10th anniversary, now having over 180 businesses registered. Its popularity continues to grow with both local traders and residents and its website currently receives over 3000 hits per month. It gives residents much needed reassurance when choosing home improvement traders and helps them avoid being potential victims of rogue traders and doorstep crime.

Wolverhampton City Council

Asbestos Remediation on the Former Courtaulds Factory Site

City of Wolverhampton Council’s Environmental Protection has recently completed the final phase of a 13-year project addressing industrial contamination on a local housing estate. This included the first full scale residential asbestos-in-soils investigation in the country. The scale and complexity of this project necessitated impeccable teamwork with other services, partnership working with public and private sector organisations, and engagement with residents who were in a distressing situation.

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apse service awards 2018

Overall council of the year finalists:

Birmingham City Council

Cheshire West and Chester Council

City and County of Swansea Council

Durham County Council

East Riding of Yorkshire Council

London Borough of Barking and Dagenham

Nottingham City Council

Stockton-on-Tees Borough Council

Telford and Wrekin Council

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Tonight's sponsors



Alliance Leisure

Alliance Leisure develops facilities on behalf of leisure operators that want to improve or expand the leisure products and services they offer. Our development team have carried out over 100 leisure developments and invested over £120m in the UK leisure market throughout the 20 years we have been operating. Projects range from fitness refurbishments to large-scale multi-activity developments and can include spa, tenpin bowling, skateparks, fitness, soft play, climbing, toning, outdoor pitches, swimming and changing facilities.

Current projects include the £7.4m transformation of Monmouth Leisure Centre which will future-proof the centre's facilities while meeting demand in under-represented markets in the area such as health and wellbeing and childrens' play. Also on-site is a £15m development on the North Wales coast where a new waterpark and adventure centre is being created on behalf of Denbighshire County Council. The new facility called SC2 will feature an indoor and outdoor waterpark and a TAGactive adventure zone and will attract around 350,000 visits per year.

To ensure the success of these developments Alliance provides ongoing support through its TA6 brand. TA6 is the most creative, results-driven training and marketing brand in the leisure industry. The team work with over 250 leisure sites each year to provide sales, marketing, customer retention, insights and staff development programmes. This support is not only provided to partners who have carried out developments with Alliance but any leisure operator looking to increase income, develop their staff and improve the health of their local community.

Featured Product: The Power Pack from TA6 provides a full suite of services designed to grow revenue and upskill a client's workforce. The Power Pack is provided without any upfront costs and clients only pay for the services when pre-agreed targets have been surpassed. This allows operators with limited budgets to invest in their staff and see income grow without any initial outlay.

For more details visit: www.allianceleisure.co.uk | www.allianceTA6.co.uk



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, un-tilled 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 dressing 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

Visit: www.amazone.co.uk

Tel: **01302 751200**



Bartec Auto ID

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

- Domestic and Commercial waste and Recycling
- Street Scene
- Parks & Grounds
- Highways
- Winter Maintenance
- Environmental health
- Inspections

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

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

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

Melanie Murphy
Business Development

e: mmurphy@bartecautoid.com w: www.bartecsystems.com t: **+44 (0)1226 209233**



bbits

At BBITS we both encourage and support improvements in society through sustainable business models and are the leading mobile data capture and information exchange platform in the UK. We push the boundaries of technology with simple, useful, elegant apps and smart integrated cloud services, and currently, these solutions are Love

Clean Streets, Love my Housing and bbits Surveys.

Our leading Love Clean Streets™ environmental reporting service has processed approaching 2m reports in the UK, making the country a cleaner, happier place to live while delivering efficiency savings to local authorities. LCS is a simple user-friendly app that can be downloaded by residents in seconds from their

smartphone. Once downloaded, it is immediately available for use – bringing all the benefits of maps, camera and communications. It automatically routes reports to your authority and, as such, it is an immediate and effective alternative to recording issues on a web page.

In addition LCS can now provide an innovative and highly efficient approach to intelligent asset tracking and reporting by using Bluetooth, RFID, NFC, Eddystone, GPS and other types of beacons enabling us to deliver fixed asset reporting, proximity marketing, and automated asset tracking

Similarly, our Love My Housing™ service is bringing the same benefits to the housing sector – empowering both estates officers and tenants to report and resolve day to day maintenance issues.

This year we have teamed up with APSE to provide a simple low-cost survey app for LAMS built on the same robust platform as Love Clean Streets - see more at apse.lovecleanstreets.com. For any bespoke survey requirements we now offer bbits Surveys built on the same technology.

Contact me for a demo or just a chat

Mark Harvey

Mark.Harvey@bbits.co.uk

01732 521799

www.bbits.co.uk

www.lovecleanstreets.com

apse.lovecleanstreets.com

www.lovemyhousing.com



Cemetery Development Services

Cemetery Development Systems

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

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

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

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

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

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

Our client base is both public and private and ranging from the smallest Parish to large Borough Councils across the country and in London. We fully acknowledge the responsibility we have in creating beautiful places for the bereaved to visit for the future generations.

www.cemeterydevelopmentservices.co.uk



Contenur

Spanish container manufacturer CONTENUR continues to offer innovative waste container solutions for the UK market. Established over 17 years ago, their UK operation has grown consistently and won a large and loyal customer base, forging a reputation for reliability and quality in the predominantly private contractor sector of the waste container market.

New innovations such as Recycla <http://www.contenur.com/en/recycla/> and intelligent bins - soon available in the UK, keep them at the forefront of waste container design, functionality and usability and are certain to add to their continued appeal as one of the key players in the UK market. Modern solutions that have also included the successful introduction of Underground Refuse Systems to the UK - ideal for Council and Housing Association new builds and regeneration plans: maximising building footprint space and providing effective waste storage solutions for high density areas. They can incorporate new technology which not only engages with residents but also focuses on waste separation with a direct result on improving recycling targets.

CONTENUR has also introduced a four wheeled metal bin to their product portfolio (complimenting their traditional plastic products) and aim to reconnect with local authorities to become a one stop shop solution for 2 and 4 wheeled container products as well as the more specialist Underground Refuse Systems

Neil Kavanagh – UK Sales Director attributes their success to ‘the quality of our product backed up by delivery and service reliability that creates a true partnership approach to achieving the goals of our customers’ He goes on to say that ‘this renewed focus at Local Authority level is a direct result of our organic growth in the UK market and one that allows us to be more targeted and competitive in this area.’

Please visit www.contenur.co.uk for more details



Hoopers

Since 1923, when Alfred Hooper founded the company bearing his name, Hoopers has sought to set the standard for the profession of tracing next of kin. Almost a century on, and with Hoopers representatives across five continents, we conduct our business on a truly international basis.

Our experienced team of researchers offer a collective wealth of expertise which, matched with our dedicated approach to our work, means we are able to successfully resolve hundreds of cases every year. We pride ourselves on maintaining friendly working relationships, whilst delivering a quality of service that is unmatched.

In recent years, Hoopers has become the preferred choice of genealogists for many Local Authorities, NHS Trusts and other divisions of the public sector.

The public sector as a whole has faced significant challenges in recent years. Hoopers has gained a growing reputation as a valued and reliable source of assistance due to our prompt and efficient response to referrals and enquiries, the thoroughness and accuracy of our research, and our sensitive and courteous approach to both our referral sources and members of the public. Our Client Relationship Manager has considerable experience with this sector having worked for Kent County Council for many years before joining Hoopers.

We do not heavily publicise our considerable experience and success in working with the public sector; our aim is to personally engage and meet with an appropriate and manageable number of Local Authorities to ensure we continue to deliver the standard of service we promise - speedy, accurate and comprehensive -

regardless of the nature of the referral.

Many councils refer cases to more than one firm of genealogists on a rotation basis. Hoopers endorses this approach as an effective method of responding to FOI provider procurement challenges and as a measure of comparable quality and performance. www.hoopers.co.uk



Invotra

Invotra is a leading SaaS provider of enterprise intranet and portal solutions. Every day, thousands of people around the globe rely upon our secure software services. We power over 45% of central UK Government department intranets, as well as local authorities.

We provide a comprehensive toolset designed specifically to help organisations achieve their digital transformation requirements. We provide you with an intranet that will give you both control and flexibility, in a highly secure, scalable and accessible way.

Our features and functions allow people to excel in their roles by providing employees with the necessary tools that they need to see, listen and be heard.

One of our top priorities is ensuring that the organisations we provide our service to feel supported throughout their whole journey.

We organise quarterly meetings in which each of our customers are invited to attend. This gives them space and freedom to share their feedback on our product and service, with us and each other.

It provides a great opportunity to discuss a whole range of things, including any desired additions to the product, enhancements to the service and/or collaborative projects.

Not only this, but it allows us to explain new key features that have been added and a walkthrough of Invotra's product strategy.

As a customer of Invotra, you are never alone. Our GOV.invotra portal is a centralised area for all UK Government departments and customers of Invotra to converse with one another and the Invotra team. It allows you to connect with other government organisations and the people within them. This provides a unique channel of communication that allows each member to share best practice. We feel that this gives organisations the opportunity to benefit from each other's knowledge. www.invotra.com



Jessup

Jessup is an award-winning developer of new build, refurbishment and regeneration schemes for affordable and private housing as well as commercial and industrial projects across the Midlands.

We have been in business over 30 years, during which time we have developed a strong, highly-skilled team of experienced professionals, and staff who have trained with us through apprenticeships.

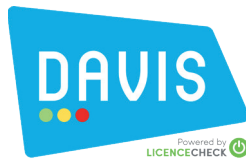
We won membership of the prestigious Homes England Delivery Partner Panel framework that is driving the Government strategy to build more homes and our strategy of investing locally has developed a trusted, skilled supply chain in our region that is successfully supporting these aims.

Jessup actively works with local authorities and housing providers, to find land and unlock key regeneration sites to provide packaged developments of missed property types to the benefit of Midland communities.

"At Jessup we continue to adapt our business model to meet current market demands, we have a lean

operation that ensures we are competitive whilst maintaining a healthy business for us and our supply chain. We have adopted new skills and technology and provided apprenticeships to ensure we are giving our customers the very best service possible. We are proud of the schemes we deliver with our partners, they provide great places to live, work, thrive, enjoy and our policy of buying locally ensures we engage with the communities in which we work." – C.A. Jessup, Managing Director

www.jessupbrothers.co.uk



Licence Check

DRIVER COMPLIANCE MADE SIMPLE

Licence Check Ltd has been proudly servicing public sector organisations with driving licence checks since 2008. Following many years of research and development, DAVIS (Driver And Vehicle Information Solutions) was launched in 2016 and takes driver and vehicle compliance management to the next level.

DAVIS is an online cloud solution which actively manages risk with the following

- Licence Check
- Grey Fleet Management
- Driver Risk Assessor
- Fleet File

What's unique about DAVIS is its innovative Driver Risk Score feature which was developed to help uncomplicate risk management and give an instant view of imminent risk. Incorporating various data sets into ONE overall Driver Risk Score and by grading drivers and classifying them as High, Medium or Low Risk, Transport Managers are presented with a clear picture of driver risk, and significantly, the ability to measure it.

Driver Risk Score takes into account the following:

- Number of penalty points
- Type of endorsement
- Driver behaviour (connected to telematics data)
- Attitude and aptitude (connect to results from assessments)
- Incident and accident management

The DAVIS dashboard gives Fleet, Transport and HR Managers a thorough yet concise overview of real-time risk. With automated checks as standard, the reliance on manual reminders is a thing of the past and compliance remains uncompromised. What's more, DAVIS manages the entire (GDPR compliant) driver permission process from start to finish so there is less time spent chasing drivers meaning that paperwork and administration is significantly reduced.

www.edavis.co.uk



Nexus Vehicle Rental

Nexus Vehicle Rental enables business mobility through technology. It is the biggest corporate vehicle rental provider in the UK and yet it doesn't own any vehicles. Through its online rental booking and management platform, IRIS, business customers can access 550,000 vehicles including 100,000 specialist and commercial vehicles and 50,000 HGVs across 2,000 locations.

New rental bookings can be made in 30 seconds and repeat bookings in just 10 at the click of a mouse or via smartphone. IRIS provides complete visibility of the entire rental journey from both the customer and supplier perspective, from live reservations including mileages, through to damage claims and invoicing. Through its unrivalled supply chain which Nexus has built up to be the largest in the country, it can source any vehicle, anytime, anywhere, usually within two hours of a booking being made.

www.nexusrental.co.uk



Premier Foods

As Britain's largest branded food producer supplying the catering industry, Premier Foods is committed to providing the best in British food and represents some of Britain's best loved brands including Bisto, Ambrosia, Sharwood's, Batchelors, Homepride, Bird's and McDougalls, giving you the opportunity to produce dishes with the familiar taste that your customers know and love.

www.premierfoods.co.uk



Salix Finance

Salix Finance provides interest-free Government funding to the public sector to improve their energy efficiency, reduce carbon emissions and lower energy bills. Salix is funded by the Department for Business, Energy and Industrial Strategy, the Department for Education, the Welsh Government and the Scottish Government and was established in 2004 as an independent, publicly funded company, dedicated to providing the public sector with loans for energy efficiency projects.

To date, Salix has funded over 15,500 projects with 1,800 public sector bodies, valued at £563.5 million. This is estimated to save the public sector over £136 million and reduce public sector carbon dioxide emissions by 694,414 tonnes annually.

Salix has been working with local authorities in England for over ten years and have invested over £197 million in energy efficiency projects in English local authorities since 2004, saving English councils over £47 million per annum. Salix is able to fund energy efficiency projects across local authority estates, with over 100 energy efficiency technologies supported, including boilers, combined heat and power, insulation, LED and lighting upgrades.

Salix are continuing to work with new and existing clients and are keen to work strategically with organisations as they develop and deliver on their strategic carbon management plans.

www.salixfinance.co.uk



Toltec

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.

Toltec are leaders in IT service support and delivery

The journey into the world of IT infrastructure can be frustrating and an overwhelming experience; Toltec understands this. So we make every effort to take away the burden, reduce costs and implement the right robust business solution to meet our client's needs 24x7x365. By utilizing latest technologies along with the support from our dedicated and highly skilled support team, and the 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 Toltec's 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.

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Telephone: 0345 257 4447

Email: kelly@toltec.eu



UNISON

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: **www.joinunison.org**



Walker Morris

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.”

www.walkermorris.co.uk



WJ Group

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 high pressure water line removal and captive shot blast 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 focused on continuous safety, environmental and efficiency improvements on a modern fleet of 191 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:

Safety | Innovation | Collaboration | Delivery

WJ has not only established an exemplary record in safety and the environment but has 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



Woodhead Group

The Woodhead Group develop, build, manage and maintain in the built environment. We have the courage and creativity to approach construction projects differently to add social, economic and environmental value.

We are shortlisted in the Best Housing, Regeneration or New Build Initiative for a life changing housing improvement project to modernise 194 Grade II Listed properties in the district of Bolsover with our client Bolsover District Council.

www.woodhead-construction.co.uk



Yotta

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

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

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

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

For more information, please visit the company's website at **www.yotta.co.uk**

Menu

STARTER

*Roulade of chicken breast with
apricot chutney & garden salad*

MAIN

*Slow cooked Orkney beef with
root vegetables & chive mash*

DESSERT

*Toffee & apple sponge with sauce
anglaise, chocolate flame, raspberry
compote & vanilla ice cream (v)*

Tea, coffee & petit fours

Pre-booked vegetarian option available