

apse

awards brochure



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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 2016
22:00 Evening entertainment

Useful contacts:

To request photographs from tonight's event, email admin2@apse.org.uk

For details on how to enter the 2017 service awards, contact Louise at lmelville@apse.org.uk

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

Note of thanks

APSE would like to extend a special note of thanks to Derry City and Strabane District Council along with APSE's national chair and secretary, for their support in bringing the seminar and awards together.



Service award categories and sponsors

Best Employment and Equality Initiative

Kindly sponsored by UNISON



Best Housing, Regeneration or New Build Initiative

Kindly sponsored by Walker Morris



Best Efficiency and Transformation Initiative

Kindly sponsored by Toltec



Best Health and Wellbeing Initiative

Kindly sponsored by UNISON



Best Public / Private Partnership Working Initiative

Best Public / Public Partnership Working Initiative

Best Commercialisation and Entrepreneurship Initiative

Kindly sponsored by Walker Morris



Best Community and Neighbourhood Initiative

Best Innovation or Demand Management Initiative

Kindly sponsored by IQSS



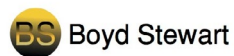
Best Renewable Energy or Energy Efficiency Initiative

Kindly sponsored by UX Energy



Best service team: Construction and Building

Kindly sponsored by Boyd Stewart



Best service team: Catering

Kindly sponsored by CRB Cunninghams



Best service team: Building Cleaning and Facilities Management

Best service team: Highways, Winter Maintenance and Street Lighting

Best service team: Transport and Fleet Maintenance

Kindly sponsored by Brigade Electronics



Best service team: Waste Management and Recycling

Kindly sponsored by Enevo



Best service team: Street Cleansing and Streetscene

Kindly sponsored by Reactec



Best service team: Parks, Grounds and Horticultural

Kindly sponsored by Amazone



Best service team: Cemetery and Crematorium

Kindly sponsored by Fraser and Fraser



Best service team: Sports, Leisure and Cultural

Kindly sponsored by Total Swimming



Best service team: Environmental Health

Kindly sponsored by Tascomi



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A guide to the finalists

Best Employment and Equality Initiative

City of Bradford Metropolitan District Council

Get Bradford Working

Get Bradford Working is Bradford Council's employment and skills investment programme. Designed to transform the lives of our citizens, the impact has been impressive. We have created new jobs, helped over 2,321 people find and retain jobs, and boosted the local economy. This ambitious approach has been endorsed both politically and by a wide range of partners, including businesses and funders. The positive outcomes from the programme so far are changing the lives of some of our most disadvantaged residents.

Flintshire County Council

Flintshire Academi

Flintshire County Council is passionate about innovative and creative learning opportunities that engage the workforce and encourage learning and development. The creation of our Academy fulfills our ambition to create a dynamic workforce that meets our needs, develops talent and creates employment opportunities. Its inclusive framework for apprentices, employees and senior leaders is delivering positive outcomes with over 200 nationally recognized qualifications awarded and a 98% success rate for apprentices.

North Ayrshire Council

Enterprising Minds

Enterprising Minds emerged in Spring 2014 with a clear vision of harnessing the assets and skills of people with learning disabilities, and those on the autistic spectrum. From visions and plans, real work emerged and that has been helping people with learning disabilities or those on the autistic spectrum to:

- Identify their talents, skills and interests
- Get the active support they need to start their own enterprise or to make a contribution to their community

Oxford City Council

Oxford Community Job Fairs

As one element of its unique service offer to help customers into work, Oxford City Council's Welfare Reform Team has teamed up with Jobcentre Plus, a local social enterprise and dozens of local employers to hold a programme of community job fairs attended by more than 2,500 residents – mostly from the city's most deprived areas. The job fair programme contributes to our wider aim of improving tenant financial resilience, and supports JCP and local employers to fill hard-to-recruit vacancies.

Rushcliffe Borough Council/ Streetwise Environmental Ltd

Social Values and Employability

Social values and principles of local growth and employment are central to Streetwise Environmental Ltd. Through this project Streetwise has been able to partner with organisations including training providers, local charities, job centres, housing

trusts and the Department for Work and Pensions, and offer work experience, skills development and routes to work for homeless, disadvantaged and long-term unemployed.

South Ayrshire Council

South Ayrshire Council Graduate Programme

SAC's Graduate Internship Programme specifically targets local young graduates who are unemployed or underemployed and provides them with a unique opportunity to work on a project within the Council for 12 months. Throughout this time they are given access to a range of challenging development opportunities to allow them to gain and evidence the skills, experience and competencies required to secure further graduate level employment.

Stockton on Tees Borough Council

Positive STEPS shred pounds

"That's one small step for man, one giant leap for mankind" were Neil Armstrong's famous words that were heard all over Earth on that memorable day in July 1969. In 2016, Stockton-on-Tees Borough Council are also using STEPS to make just as much of an impact by delivering a confidential waste service across its many authority buildings. This may not seem to achieve many positive employment benefits however outcomes have been out of this world!

Best Housing, Regeneration or New Build Initiative

Birmingham City Council

White Farm Road, Sutton Coldfield – Development of 14 dormer bungalows as a downsizer initiative

Birmingham City Council has successfully piloted a new housing for older people initiative, hailed as a resounding success by tenants, developing aspirational dormer bungalows incorporating all relevant HAPPI principles. Whilst providing much needed, well designed, flexible accommodation for ageing residents, these new properties have also encouraged downsizing, doubling the positive impact by releasing under-occupied family sized homes that were made available to around 20,000 households on the housing waiting list, with further new developments now planned.

Bournemouth Borough Council

Duck Lane: A Vision for Housing & Community

Duck Lane (Bournemouth): Fifty Council homes generating a long-term surplus to the HRA, meeting Bournemouth Council's key priorities and providing high quality, rented housing let via a local lettings plan. Associated community gains include a new community centre run by volunteers and popular with tenants and local residents and a skate park which is well used by locals and people from further afield.

City of York Council

Le Tour Way housing development

Le Tour Way is a high quality mixed tenure development from City of York Council. The new community has a mix of housing for

both market sale and affordable rent, and bespoke down-sizing apartments for older people. The new homes have high levels of environmental sustainability and low running costs, and were designed following reviews of resident experience on previous schemes. This has created spacious internal layouts and a streetscape that responds to the aspirations and needs of our customers.

East Ayrshire Council

Council House Building Programme – Kilmarnock

East Ayrshire Council has driven forward transformational change within the heart of Kilmarnock. The Council's Urban Development Plan created a vibrant town centre including the restoration of historic buildings. In recognition of this Kilmarnock was awarded the title of Scotland's Most Improved Town in the prestigious 2015 SURF awards for best practice in Community Regeneration. Fundamental to this was a number of key initiatives, including the development of 162 new affordable homes across 6 sites in Kilmarnock town centre.

Oxford City Council

Making waves in Oxford with the new Leys Pools and Leisure Centre

Oxford City Council has innovatively developed a new build swimming pool complex at the heart of one its priority areas. A 'One-Council' approach was used alongside collaborative partnership and stakeholder working. This exciting, vibrant and more carbon friendly facility is the final part of the Councils Leisure Facilities Strategy that improves and enhances overall quality. The design was shaped by service users and stakeholders. It's first 15 months of operation has exceeded targets and customer expectations with over

572,000 visits.

Peterborough City Council

Fletton Quays: Driving Regeneration of a Key City Centre Brownfield Site

A seven hectare riverside site close to the heart of a growing and successful city, but one that had lay dormant and derelict for a decade, and discussed and debated for nearly three. Commercial and proactive, the City Council decided to take a practical role in delivery, establishing a new joint venture company with an investment fund to develop a landmark scheme to transform the area. Today, with planning secured in less than a year, the physical regeneration has begun.

West Lothian Council

West Lothian Council's 1000 New Build Houses for Social Rent

West Lothian Council's 1000 houses programme is one of the biggest and most ambitious social house building programmes of its' kind anywhere in the UK. Working in partnership with Lovell Partnerships, McTaggart Construction and the Council's in-house building services team sites range in scale from 5 – 230 units and cover all nine of the Council's wards. West Lothian Council have previously delivered 800 homes for social rent and 94.4% tenants have expressed that the quality of their home was excellent.

Best Efficiency and Transformation Initiative

Antrim and Newtownabbey Borough Council

Our major, strategic and complex transformational change programme

Antrim and Newtownabbey Borough Council have successfully delivered a major, strategic and complex transformational change programme.

The Council has delivered efficiency savings, transformed services, demonstrated excellence in customer and staff satisfaction and made a difference to local communities. At the very heart of our transformation we have had a clear focus on our vision and organisational values of the organisation.

Dorset Waste Partnership *Recycle for Dorset*

The Dorset Waste Partnership brings together seven councils to deliver the 'Recycle for Dorset' kerbside service to 200,000 households. Completed in October 2015, we replaced 12 different collection schemes across the county - delivered by six different councils - with ONE consistent service.

Rolled out over a very challenging three-year timetable, benefits include cost-saving on vehicle use and round configuration, cross-boundary working, clear communications and one consistent message to all residents across county.

Fife Council

New Initiatives to improve Fleet Management and alternative fuel vehicles

Fleet is an expensive element for Fife

Council in delivering frontline services. Fife, along with many other Council's, has to respond to ongoing financial and service delivery challenges while having to realise savings to meet the Council budget deficits. Fleet Operations are tasked to deliver a new capital plan with a reduced budget of £3.3m and introduce low carbon alternative fuel vehicles. A Council priority is to introduce Green Hydrogen vehicles into the fleet along with Green Hydrogen refuelling stations.

Glasgow City Council

Tomorrow's Support Services

Tomorrow's Support Services (TSS) upholds the council's priorities by delivering efficient support services by making best use of our resources, people and technology. Over 2,600 council support staff have joined Customer and Business Services (CBS); bringing like work together, streamlining processes and sharing best practices to take work out and deliver savings of £5 million. People who leave the council do not need to be replaced because workloads are being reduced and reorganised to maintain or better service delivery.

North Ayrshire Council

Neighborhood Vision, Remodeling of the Council's Operational Property Estate

The remodelling of North Ayrshire Council's operational property portfolio is an exciting improvement journey; the ambitious destination is a property estate that: reflects the Council's key priorities; supports the delivery of high quality services and; is efficient, effective and sustainable. To achieve this the Property Estate must align with the locality approach to service delivery. North Ayrshire Council's Property

Management and Investment team, working with a range of partners and stakeholders, are at the national forefront of this challenge.

North Herefordshire District Council

Hertfordshire Careline – Using Business Means to Unlock Social Value

The Hertfordshire Careline is a transformational project that has delivered radically reformed assistive technology services in Hertfordshire in the course of just one year. The model that underpins the new service harnesses the combined productive capacity of the public, private, and third sectors in Hertfordshire to produce targeted services that meet the needs of vulnerable residents. It has already helped safeguard and enhance the lives of over 5,000 residents and has delivered savings of over 70% to the public purse.

Nottingham City Council

Ten-year £46.7million transformation programme creates slim, fit and energy-efficient portfolio of leisure centres

A ten-year leisure centre transformation programme totalling £46.7million has seen Nottingham's outdated stock replaced with a slimmer, fitter and more energy-efficient portfolio of eight modern centres that are successfully inspiring more people to be more active, more often, withstanding competition from the private sector. Imaginative schemes have allowed heritage elements to be retained, while leisure centres that were surplus to requirements have a new lease of life through arrangements with partner organisations and the community.

Sevenoaks District Council

Excellence on a shoestring

At Sevenoaks we believe deeply that we can best succeed with our own people, empowered to achieve outstanding results for our community when supported by exceptional managers and leaders. This culture of empowerment, led by the Chief Executive, embedded with a unique leadership masterclass, has combined with a "no blame" ethos and a mantra of "the customer is anyone who isn't me" to produce increased productivity even as local government resources were reduced by over a third.

Best Health and Wellbeing Initiative

East Ayrshire Council

Lilyhill Gardens

East Ayrshire is breaking the mould with its innovative model for improving the quality of life for people with learning disabilities with our Lilyhill Gardens development. Supporting the principles of the Scottish Government's 'Keys to Life' strategy, East Ayrshire Health and Social Care Partnerships 'human rights' approach ensures that people with disabilities have a say and a choice in their care options, and are being offered the maximum independence possible to allow them to live safely within their local communities.

East Lothian Council

Active Memories: Engaging the elderly & isolated

Our Active Memories group is targeted at engaging isolated elderly men (65+) who

would have no other easy recourse to social interaction and structured activities linked to their interests. Some, but not all, of them suffer from memory problems but the group is designed to support them by engaging their interest and channelling discussion. It provides them with a network and activities which seek to promote enhanced wellbeing.

East Renfrewshire, Inverclyde and Renfrewshire Councils

Veterans Pathway

In 2013 East Renfrewshire Council signed the Military Covenant; they identified a need to simplify procedures to ensure that military personnel (serving or retired) and their dependents were not disadvantaged in accessing any of the Councils services. To comply with the spirit and ethos of the Covenant the council decided through partnership to set up a service model to guide military personnel through the Councils services and onto any organisation involved in the partnership with the minimum of stress.

Manchester City Council

The devils food?

Is sugar the devils food? Manchester Tart and Cornflake Tart are two of Manchester's traditional school meal puddings, providing an average of 400Kcal each! Recognising their social responsibility for supporting the childhood obesity agenda, Manchester Fayre has successfully introduced a 'second course' menu concept. This has resulted in the amount of free sugars served in school meals reducing by circa 97 ½ tonnes or 3 large limestone lorries worth, in the last school year (from 156,000kg to 58,500kg) a huge 62.5% reduction!

North Herts District Council

Hertfordshire Independent Living Service (HILS) – A 21st Century Health and Well-being Model

The Hertfordshire Independent Living Service ("HILS") is an evolutionary, integrated, and not-for-profit collaboration between Hertfordshire County Council, North Hertfordshire District Council, and an award winning Social Enterprise (Hertfordshire Community Meals) to support vulnerable residents across Hertfordshire.

The model that underpins the new service harnesses the combined productive capacity of the public, private, and third sectors in Hertfordshire to produce a wide range of targeted services with one common theme – the promotion of independence.

Nottinghamshire County Council

Microsoft & Nottinghamshire County Council

Having made substantial savings, Nottinghamshire County Council still needs to find a further £50m to balance its budget. Finding this level of savings, without cutting quality of service to citizens, requires transformation and has prompted the Council to rethink its approach to service provision.

Across social care for Adults and Children, Nottinghamshire is using mobile working to raise productivity and protect frontline services. To date, it has raised productivity by 20%, cut mileage cost by 16% and created a platform to rethink its estates strategy. Long term, mobile working is expected to save £4.7m in productivity gains.

Oxford City Council

Great People Programme

As a direct result of employee feedback

£150,000 was made available to invest in health and well-being, to increase awareness, support and activities available to all. An innovative programme was developed including an employee assistance scheme, numerous health and wellbeing workshops such as 'the office athlete', health MOT's, a resilience training programme, subsidised gym membership and creation of a self-selecting Health and Wellbeing Group supporting the programme corporately. Evaluation has highlighted how successful initiatives have been.

Stockton on Tees Borough Council

Stockton Multi-Disciplinary Service

We have established a Multi-Disciplinary Service which has been jointly developed, commissioned and delivered with all the major health, social care and voluntary sector partners. We are making a real difference to the people who access our service. Available to people over 65 who need our service we deliver early intervention and prevention looking at the whole person by carrying out a holistic well-being assessment and developing a shared care plan.

Best Public/Private Partnership Working Initiative

Aberdeen City Council

Aberdeen Hydrogen Bus Project

The Aberdeen Hydrogen Bus Project is a £21million demonstration project which has brought together funders and partners in the public and private sectors from across Europe and the UK to deliver Europe's biggest fleet of 10 hydrogen fuel cell buses, a hydrogen production and refuelling station, and a purpose-built hydrogen

vehicle maintenance facility in the city. It has been delivered as part of Aberdeen City Council's efforts to create a hydrogen economy in the city.

Cheshire East Council

Fairerpower for all

With the launch of its "Fairerpower" energy tariff Cheshire East Council was the first local authority since 1948 to enter the energy market directly. The authority has set itself a key priority to develop resilient communities and a main element of this is that residents are able to access affordable energy – "Fairerpower for All". In partnership with OVO, the scheme was launched in March 2015. OVO were selected because of their community offering which supported the objectives of Fairerpower.

Derry City and Strabane District Council

The Walled City Townscape Heritage Initiative

The Walled City Townscape Heritage Initiative is an inspirational cross sectorial public / private approach to the delivery of social and economic regeneration utilising our city's built heritage as the building blocks for this process.

Derry City and Strabane District Council partnered with organisations from the voluntary and business communities are working together to create a fantastic city centre to visit, work and live, having its own unique sense of place and a warm welcome to visitors and citizens alike.

Gateshead Council

South Tyne and Wear Waste Management Partnership

Gateshead, South Tyneside, and Sunderland

Councils created South Tyne and Wear Waste Management Partnership (STWWMP) to reduce their reliance on landfilling waste generated by 624,480 residents. Together with SUEZ and third-sector environmental regeneration charity Groundwork NorthEast and Cumbria, a unique and innovative partnership is delivering far-reaching outcomes extending beyond a state-of-the-art technical solution, and includes community engagement at its heart through the provision of first-class educational resources designed to encourage sustainable waste management in every household.

Mid and West Wales Fire and Rescue Service

Aberystwyth Community Fire Station

The need to upgrade local emergency facilities in Aberystwyth had been identified for many years, with the fire station originally being earmarked for re-development many years previously.

The proposal for a new station sought to enhance efficiency while improving the working environment for its inhabitants. It was also proposed to be a facility that was much more than just a fire station, one that offered services to the general public and community groups along with a potential for generating income.

Nottingham City Council

Field of Dreams: Rising from the Ashes

A derelict sports pavilion has been replaced through a unique £750,000 partnership – which included over £300,000 generated through 60 businesses providing services, goods, manpower and resources for free, at, or below cost. Two colleges provided construction apprentices, and management trainees co-ordinated the job.

Partners include Nottingham City Council, Nottinghamshire Cricket Club, Trent Bridge Community Trust, Notts Cricket Boards and the England and Wales Cricket Board. It's now an ECB national showcase project and shortlisted for an RICS award.

Oxford City Council

Project ERIC (Energy Resources for Integrated Communities)

Project 'ERIC' stands for Energy Resources for Integrated Communities and is a pioneering research project to look at how using renewable energy generation and innovative energy storage technology could help a group of homes in a community to save energy and money.

ERIC was launched in Rose Hill in Oxford in January 2015 as a collaboration between Moixa Technology, Bioregional, Oxford City Council, GreenSquare, JoJu Solar, Oxford Brookes University, Re-energise, British Gas and SSE PD.

Peterborough City Council

Peterborough Open+ libraries

In response to financial challenges, the need to save money while at the same time improve services to the public, the council rolled out the UK's first Open+ model of libraries in partnership with Bibliotheca. This technology enabled the council to save £305,000 a year by moving from 261 staffed hours to 387 hours, of which Open+ enables 238 self-service hours. In essence this reduced the cost of the library service by over 20% and provided a 50% increase in availability of the service.

Best Public/Public Partnership Working Initiative

City of Cardiff Council

City of Cardiff Council's waste partnership with Cardiff & The Vale Health Board

In early 2015 Cardiff Council's Commercial Waste Team were successfully awarded a contract to undertake waste collections of municipal waste, dry mixed recycling, food waste and bulky waste items, from 50 Cardiff & Vale University Health Board sites including the University of Wales Hospital and University Hospital Llandough. Excellent communication, project management and mutually shared public-focused goals have ensured the success of the partnership. The partnership challenged existing practices and initiated creative ideas, to increase recycling rates and decrease costs.

Cornwall Council

Cornwall Council / Cornwall Association of Local Councils – Devolution Plus

Devolution at its most worthwhile is about finding the best long term local custodians of a community valued asset or service. Cornwall's ambitious devolution programme gives communities the opportunity to shape their areas, safeguard services and assets and make improvements that sometimes only local knowledge can provide. Often communities can deliver services more efficiently and economically; our Devolution Framework enables choice of involvement - from influencing services to taking on full responsibility for management and delivery of assets or services.

Dorset Waste Partnership

Recycle for Dorset

The Dorset Waste Partnership brings together seven councils to deliver the 'Recycle for Dorset' kerbside service to 200,000 households. Completed in October 2015, we replaced 12 different collection schemes across the county - delivered by six different councils - with ONE consistent service.

Rolled out over a very challenging three-year timetable, benefits include cost-saving on vehicle use and round configuration, cross-boundary working, clear communications and one consistent message to all residents across county.

North Herefordshire District Council

Hertfordshire Careline – Delivering Safety and Independence Together

The Hertfordshire Careline project is multi-sectorial collaboration between Hertfordshire County Council, North Hertfordshire District Council, and a Social Enterprise (Hertfordshire Community Meals) to fundamentally transform assistive technology services in Hertfordshire. In the first year of operation the partnership has helped safeguard and enhance the lives of over 5,000 residents and has delivered savings of over 70% to the public purse. Just as importantly, customer satisfaction is now as high as it has ever been.

Peterborough City Council

Safer Peterborough Partnership

The Safer Peterborough Partnership has over the last year, demonstrated outstanding results in tackling crime, protecting vulnerable people within our community and keeping people safe. At the heart of this, is our multi-agency partnership which

has brought together public sector partners under a single leadership. Through a shared vision, resources and determination our partnership has:

Confronted human trafficking and sexual exploitation
Reduced youth offending
Established community cohesion by building strong and resilient communities

Scottish Futures Trust

Scotland's Street Lighting Energy Efficiency Programme, the light bulb moment

The Scottish Futures Trust has formed a unique Public/Public Partnership with all 32 Scottish councils and other public sector organisations to accelerate the introduction of LED street lights in Scotland.

A range of enabling measures has been established to support councils including the development of a Street Lighting Toolkit which has received international acclaim. Since establishing the programme three years ago, £7m of savings have been realised and 27,252tCO₂e reduced, equivalent to the annual emissions of over 12,000 homes.

Solihull Metropolitan Borough Council

Solihull Metropolitan Borough Council & Coventry City Council Combined Forestry Services Project

Proactive, structured management of trees and woodlands is a statutory duty and requirement of every single local authority in the country. Yet as an industry it still remains one of the few services that still operate to very old fashioned, short term and silo service delivery models.

Solihull and Coventry have embraced collaborative working and broken the mould by procuring a long term contract,

delivering high quality services, providing significant savings and potential future opportunities for many other neighbouring authorities.

STAR Procurement (Stockport/ Trafford and Rochdale Shared Service)

STAR procurement – the shared procurement service for Stockport, Trafford and Rochdale Councils

STAR Procurement was established in February 2014. It is the new ground breaking shared procurement service for Stockport, Trafford and Rochdale Councils. We assist these councils, and some of their partner organisations, in the commissioning of services from suppliers and delivering value for money. We provide a high quality procurement service that ensures best procurement practice, informs investment decisions and champions social value. All of which help address the current imperatives for public sector reform.

Wigan Leisure and Culture Trust

Expression Connectivity

Expression Connectivity commissioned by Inspiring health lifestyles, believes creativity and holistic approaches play a crucial role in valuing the participant as a whole person, by empowering the imagination of individuals to be agents of wellness and supporting those in recovery to be more resilient through movement and expression.

Best Commercialisation and Entrepreneurship Initiative

Aylesbury Vale District Council

The Vale Lottery – raising funds with the community for the community

The Vale Lottery – Why wouldn't you? Applying for a national lottery grant is plagued with conditions but this innovative local scheme shortcuts all the bureaucracy and gives the choice directly to the customer (ticket buyer) for where they want the proceeds to go. The Vale Lottery is a scheme that enables communities to help themselves to generate a new income stream and in the face of grant cuts actually increases the value of the local authority to the community.

Birmingham City Council

Phoenix from the Flames: Creating a Class Leading, Income Generating Schools Catering and Facilities Management Business from a Loss-Making Local Authority Service

Against a backdrop of LA cuts, intense external competition and unsustainable deficits leading up-to 2013, CITYSERVE restructured their catering and cleaning business to ensure intensive relationship management and realise significant savings through procurement and payroll, whilst maximising quality in delivery, sales growth and penetration and is on target to return a substantial and sustained trading surplus for reinvestment for a third year in a row. Innovations including a creative development kitchen, rebranding and key-account management encourage future sustainability and growth.

Bournemouth Borough Council

Bournemouth, Dorset and Poole Councils: Improving lives and building independence through Tricuro

As part of our "Better Together Programme" we established a Local Authority Trading Company for adult social care provider services. This company is unique as an inter-authority arrangement for Bournemouth, Dorset and Poole councils. The company (Tricuro) went live on 1 July 2015 and is the first of its type; it has a budget of £38M and a workforce of 1,400. This trailblazing commercial approach allows the local authorities to innovate and generate income to offset financial pressures.

East Ayrshire Council

Business Enterprise Fund

East Ayrshire's Business Enterprise Fund represents an innovative approach to engaging young people in innovative entrepreneurship activities. As a result of their participation, our young people are much better equipped to deal with the challenges of the workplace when they leave school, and many have went on to achieve accredited qualifications. Not only are the Business Enterprise Funds embedded across all our secondary schools, but the programme is also supported by many of our business leaders and local companies.

GS Plus Ltd – Royal Borough of Greenwich

Creating a prosperous future!

Through an ambitious commercialisation programme, GS Plus Ltd Fleet Maintenance service has under gone radical change including the acquisition of a new company, ISO accreditation, up skilling of

staff, and installation of new state of the art workshops.

This has resulted in growth of 110% in external income, financial savings of £168k a year, reduction annually in 17,000 tons of emission and an on target, projected additional income stream of over £2.9 million over the next five years.

North Herefordshire District Council **Hertfordshire Careline – Social Entrepreneurialism in Practice**

The Hertfordshire Careline is a business reengineering project that has delivered radically reformed assistive technology services in Hertfordshire in the course of just one year. The model that underpins the new service harnesses the combined productive capacity of the public, private, and third sectors in Hertfordshire to produce targeted services that meet the needs of vulnerable residents. It has already helped safeguard and enhance the lives of over 5,000 residents and has delivered cashable savings of over 70% to the public purse.

Oxford City Council

Motor Transport Team provides a first class service to internal customers whilst achieving remarkable external income growth, showing great versatility, entrepreneurship and a desire to succeed

In austere times, the drive to increase external income, increase efficiencies whilst continuing to improve services has been greater than ever before. Throughout a significant period of change, Oxford City Councils Motor Transport Team has continued to provide a first class service to internal customers whilst achieving remarkable external income growth, showing great versatility, entrepreneurship and a desire to succeed.

Best Community and Neighbourhood Initiative

Aberdeen City Council **Northfield Total Place**

“Northfield Total Place” is a place based approach that seeks to improve outcomes for local people in five Aberdeen City Neighbourhoods.

Operating for around eighteen months, Northfield Total Place involves Community Planning Partners (including public and third sector), local community organisations and members of the public working together to identify priorities and put in place collaborative solutions, using the best available resources, to meet the unique needs, and harnessing the gifts of local people in this community.

Antrim and Newtownabbey Borough Council **Valley Park Shared Space Project (V36)**

The Council has transformed an area which was under-utilised and contested space, characterised by sectarian violence and anti-social behaviour.

Through the best examples of collaborative working, and intensive consultation, a state-of-the-art facility has been created which is home to an adventure playground, civic linear park and 3G pitch (football, rugby and Gaelic).

This project (V36) has encouraged people from all backgrounds to come together through sport, recreation and arts-based activities and delivered significant improvements to the community and neighbourhood.

Cheshire East Council - Ansa Environmental Services Ltd

Recycling project raises £676K for East Cheshire Hospice

From funding a four bed ward for twelve months in the local Hospice to providing a sought after farming product, this Christmas tree collection and recycling project directly benefits our community and enables volunteers to achieve something amazing. Growing from a scheme of just 2 individuals, it now encompasses over 300 community volunteers plus local businesses and hospices. In its' 16 year history the scheme has raised £676,710 for charity and recycled 55,351 trees and created soil improver for farmers.

Derry City and Strabane District Council

‘Culture Quarter’ Community Relations Initiative

“Culture Quarter”, an innovative community relations initiative unique in scale and type in Northern Ireland, links council, primary schools and communities to promote diversity and inclusion and deal with contentious topics like sectarianism, racism, parading, conflict history, refugees and expression of cultural identities. Created in 2013 for the UK City of Culture the programme, designed and co-ordinated by the Good Relations Team, now reaches 11,000 children in 400 workshops annually to impact a generation of children in post-conflict Northern Ireland.

East Riding of Yorkshire Council **Parish Transport Champions Project**

East Riding of Yorkshire Council has undertaken a major community engagement project to better understand

current public transport need and identify gaps in provision for our most vulnerable and disadvantaged residents. The council has successfully recruited over 70 ‘Parish Transport Champions’, and has supported them to undertake transport needs assessments in their areas. This network of local champions will continue to work with the council to help shape the most appropriate transport services for our many sparsely populated rural areas.

Waltham Forest Council

Mini-Holland in Waltham Forest: The Walthamstow Village Scheme

As part of the Mini-Holland Programme, the Walthamstow Village scheme provided the opportunity to test out radical solutions to reduce rat-running, deliver public realm enhancements, and improve safety and convenience for cyclists and pedestrians. Through extensively engaging with the community by effectively creating a ‘living’ consultation, the Council, residents, and businesses were able to better understand the changes in real-life situations and shape the final designs. Due to its success, its principles have been mainstreamed in schemes across the borough.

Mid and East Antrim Borough Council

‘After the storm: building resilient communities’

Council recognised a need to develop a new, cohesive approach to address the fear growing within communities as a result of changing weather patterns producing floods and snow blizzards. Recognising the capacity existing within communities, and the principle that ‘everybody doing a little can add up to a lot,’ council embarked on an ambitious project, without funding,

relying on goodwill and community spirit to deliver outcomes. As a result 73% of affected residents now feel better prepared/informed about flooding.

Plymouth City Council

Cities of Service

Plymouth was one of seven UK local authority areas that gained Cities of Service status in 2014 with a focus on creating opportunities for citizens to work with the Council to address the priorities in their community. Volunteers have undertaken a number of tasks and helped us to address 2 key priorities in the city, food and fuel poverty, resulting in measurable positive impact on the lives of over 2,500 residents.

Best Innovation and Demand Management Initiative

Aberdeen City Council

80 West North Street

The centre enables clients to access accommodation that is safe and suitable for their needs and address the issues that have resulted in their homelessness.

The centre provides facilities that enable staff and partner agencies to engage with clients and provide a joined-up support response.

The centre encourages self-reliance, and the maintenance of social groups.

The centre reduces the length of time taken to enable clients to move on to sustain tenancies in mainstream accommodation.

Aylesbury Vale District Council

The Vale Lottery – raising funds with the community for the community

The Vale Lottery – Why wouldn't you? Applying for a national lottery grant is plagued with conditions but this innovative local scheme shortcuts all the bureaucracy and gives the choice directly to the customer (ticket buyer) for where they want the proceeds to go. The Vale Lottery is a scheme that enables communities to help themselves to generate a new income stream and in the face of grant cuts actually increases the value of the local authority to the community.

Dorset Waste Partnership

Recycle for Dorset

The Dorset Waste Partnership brings together seven councils to deliver the 'Recycle for Dorset' kerbside service to 200,000 households. Completed in October 2015, we replaced 12 different collection schemes across the county - delivered by six different councils - with ONE consistent service.

Rolled out over a very challenging three-year timetable, benefits include cost-saving on vehicle use and round configuration, cross-boundary working, clear communications and one consistent message to all residents across county.

Luton Borough Council

Luton Access

Luton Access is a ground breaking and innovative partnership approach to meet the increasing demand for information, advice and guidance services.

It is the first true integration across the public and voluntary sectors to provide a fast, seamless, effective service through,

co-locations, shared use of resources, customer and performance information and a single 'Gateway' approach that connects all elements to help clients to identify and resolve problems quickly, at an early stage and to prevent reoccurrences of the issues in the future.

North Ayrshire Council

Interactive School Meal menus

Delivering innovative methods of work that improves service delivery and the customer experience is a key element of our future success. We wanted to engage with parents and carers of our school meals customer to provide them with a visual way of being able to replicate their children's favourite school meal easily at home. By using layer technology we have created an innovative way of promoting "the good food for all" ethos.

North Herefordshire District Council

Hertfordshire Careline – Meeting Future Demand by Design

In the context of rising demand and falling public resources, the Hertfordshire Careline project is an exemplar of how services can be future proofed.

The new service harnesses the combined productive capacity of the public, private, and third sectors in Hertfordshire to produce targeted services that help reduce demand for health and social care services. In Year 1 it has already helped safeguard and enhance the lives of over 5,000 residents, delivered cashable savings of over 70%, and reduced care and hospital admissions.

Peterborough City Council

Peterborough Open+ libraries

In response to financial challenges, the

need to save money while at the same time improve services to the public, the council rolled out the UK's first Open+ model of libraries in partnership with Bibliotheca. This technology enabled the council to save £305,000 a year by moving from 261 staffed hours to 387 hours, of which Open+ enables 238 self-service hours. In essence this reduced the cost of the library service by over 20% and provided a 50% increase in availability of the service.

Telford and Wrekin Council

Making Innovation Flourish - It's a Pet Thing

Telford and Wrekin Council have created an innovative programme (Parish Environmental Teams). The teams change the nature of the councils existing role, providing an alternative mechanism in services delivery by reducing costs and targeting services at those areas that need them most. It addresses customer need, reduces oversupply, protects jobs and addresses youth unemployment. The scheme gives greater control of how services are delivered to communities, creating whole system multi-disciplined teams which incorporate local Apprentices.

Best Renewable Energy or Energy Efficiency Initiative

Aberdeen City Council

Aberdeen Hydrogen Bus Project

The Aberdeen Hydrogen Bus Project is a £21million demonstration project which has brought together funders and partners in the public and private sectors from across Europe and the UK to deliver Europe's biggest fleet of 10 hydrogen fuel cell buses,

a hydrogen production and refuelling station, and a purpose-built hydrogen vehicle maintenance facility in the city. It has been delivered as part of Aberdeen City Council's efforts to create a hydrogen economy in the city.

Denbighshire County Council

A flagship for sustainable development: the Denbighshire County Council Energy Conservation Program

The DCC Energy Conservation Program is an ambitious program that has improved c.1000 homes, utilising only externally sourced funding.

Not satisfied delivering capital measures alone, the program is firmly fixated on sustainable development principles. This brings tangible improvements to the local environment, economy and society; reducing thousands of tonnes of CO2 emissions, leveraging millions of pounds into the local economy, delivering an educational program and developing a successful, collaborative and innovative initiative to enhance employment prospects of local unemployed people.

Northern Ireland Housing Executive

Privately Financed Solar PV Project

NIHE contracted Saliis Ltd to deliver the largest privately financed solar photovoltaic scheme in housing in Northern Ireland (1000 dwellings). NIHE re-designed the "free solar" model, used in private housing, to establish its own terms, transferring all the risk to the installer, rather than accept standard terms developed by the industry. Tenants' benefit from free electricity during daylight hours, NIHE receives annual roof rent payments and Saliis recoups investment over 20 years from renewable electricity incentive

payments and export tariffs.

Nottingham City Council

Solar Car Parks – Leading the way for the public sector

Nottingham City Council has turned its car parks into a multi-functional space that provide free green electricity for leisure centres – reducing their carbon footprint and operational costs whilst contributing towards Nottingham's ambition to increase the amount of renewable energy generated and used locally.

Nottingham is leading the way in showing that councils can be greener and cut costs at the same time.

Oxford City Council

Project ERIC (Energy Resources for Integrated Communities)

Project 'ERIC' stands for Energy Resources for Integrated Communities and is a pioneering research project to look at how using renewable energy generation and innovative energy storage technology could help a group of homes in a community to save energy and money. ERIC is based in the community of Rose Hill in Oxford and involves a total of 85 households as well as the local Primary School and the City Council's new community centre.

Peterborough City Council

The Peterborough Energy Programme

Peterborough City Council have embarked on an energy strategy that generates renewable energy, reduces energy consumption, enables regeneration, reduces carbon, gets financial benefits to the city and makes and saves money. By introducing collective switching, adopting the green deal community fund,

developing a scheme that enables free private residential roof PV and introducing the "OVO Peterborough Energy Tariff" for city residents, the Council has done much to generate income to support its services, whilst addressing fuel poverty in the city.

Scottish Futures Trust

Scotland's Street Lighting Energy Efficiency Programme, the light bulb moment

The Scottish Futures Trust has formed a unique Public/Public Partnership with all 32 Scottish councils and other public sector organisations to accelerate the introduction of LED street lights in Scotland.

A range of enabling measures has been established to support councils including the development of a Street Lighting Toolkit which has received international acclaim.

Since establishing the programme three years ago, £7m of savings have been realised and 27,252tCO2e reduced, equivalent to the annual emissions of over 12,000 homes.

Best Service Team: Construction and Building Service

Cheshire East Council

Crewe Lifestyle Centre, Cheshire

As a Residents First Council, Cheshire East is committed to the implementation of the Lifestyle Centre concept to ensure its residents live well and for longer. The concept facilitates the integration of all the services that residents need in relation to their lifestyle in one place. The establishment of a Council-led Project Delivery team, working collaboratively with Framework partner consultants and contractors to take forward

the initial concept, design development and construction was paramount to achieving the successful delivery of the project.

North Ayrshire Council

Community Apprentices Projects

Building Services recognises that team working gets the best out of a range of people. It brings different skills together and enables team members to develop knowledge in areas not normally associated with their role. Building Services Local Community Apprentices Project Initiative was introduced for that reason; for the apprentices to work as a team and integrate with the local community by providing practical assistance and delivering projects that provide great benefits or solutions to challenges they face.

South Kesteven District Council

Partnership Transforms

The East Midlands Building Consultancy operates a Building Control Partnership between South Kesteven District Council, Newark and Sherwood District Council and Rushcliffe Borough Council and is rapidly becoming recognised for its entrepreneurial spirit through the development of innovative services. These comprise one day response to all incoming work including checking of building regulation applications.

We are committed to protecting people and the environment, the service continuously transforms to achieve the highest possible standards. Our strapline is "we love success."

South Lanarkshire Council

In-sourcing – One Service – One Team

South Lanarkshire Council's Capital Programme represents innovative thinking combined with internal partnership

working at its most effective. Involving in-house design and construction teams, working in partnership with each other, to deliver major new build, refurbishment and replacement programmes on time and on budget. To achieve such programmes of works, Property Services removed traditional client/contractor barriers and developed integrated/specialist project teams, offering a professional service from inception to completion.

Stockton on Tees Borough Council **All the Gear - Lots of Ideas!**

Our Building Services team delivered a major social housing refurbishment project to improve 240 homes for local families where the property was in need of investment. We worked with the social landlord and residents to provide them with new central heating, bathrooms, kitchens and electrics. In a time of financial challenges we brought increased revenue into the council, and worked hand in hand on site with the residents to carry out the work with as little disruption as possible for them.

Best Service Team: Catering Service

Birmingham City Council **Phoenix from the Flames: Creating a Class Leading, Income Generating Schools Catering and Facilities Management Business from a Loss-Making Local Authority Service**

Against a backdrop of LA cuts, intense external competition and unsustainable deficits leading up to 2013, CITYSERVE restructured their catering and cleaning business to ensure intensive relationship management and realise significant

savings through procurement and payroll, whilst maximising quality in delivery, sales growth and penetration and is on target to return a substantial and sustained trading surplus for reinvestment for a third year in a row. Innovations including a creative development kitchen, rebranding and key-account management encourage future sustainability and growth.

City of Bradford Metropolitan District Council

Alhambra Theatre Bars and Catering Team

Bradford Council is proud to own and run the North's renowned number one receiving venue, the Alhambra Theatre. The Alhambra's bars and catering team are dedicated to the very best in customer service, providing a top class addition to the theatre-going experience throughout the hectic pre-show and interval. The team also provides a warm Yorkshire welcome for customers dining in the theatre's stunning Restaurant 1914, the Circle Café or supplementing their evening with a visit to our exclusive champagne bar.

Dumfries and Galloway Council **Naturally D&G**

DGFirst Catering Services is part of the new Enterprising DGFirst department within Dumfries & Galloway Council. When our Catering team introduced the 'Naturally D&G' brand, it was in response to more local provenance being used within the school meals service. Our Provenance Team now lead on ensuring that the Naturally D&G brand is not only a central strand of our commercial strategy but also as an initiative that is driving uptake within our schools and welfare catering service.

Gateshead Council

Quality vs. Price: Retaining business in challenging times

Gateshead School Catering adopts a philosophy of maintaining a quality service despite the current financial challenges. We work tirelessly to maintain strong partnerships which we have spent years building up with our customers, in providing a bespoke school catering service designed solely to suit individual and particular needs. We believe the key to consistently moving forward lies within listening to our stakeholders. In our strive for continuous improvement, we seek to ensure that change is customer led.

Plymouth City Council – CATERed Ltd

CATERed Ltd

This initiative between Plymouth City Council and schools – CATERed Limited - is the very real and new way of delivering a central, core service to children and young people in schools. Within budget, within the standards and mandatory requirements, maintaining staff levels, terms and conditions without "traditional" outsourcing. CATERed carries the support of schools, staff, customers and trade unions in a truly cooperative model of delivery. Feeding Ambitions – CATERed cares - a name people can rely on.

Stockton on Tees Borough Council **Fun, Frolics and Holiday Food!**

The big challenge this year was to provide catering for those children who may potentially could be hungry during school holiday time. Partnering with some schools, progress clubs and summer clubs were formed with breakfast and lunch offered

with fantastic outcomes.

The introduction of coloured wristbands matching menu items means children get to choose lunch in the morning, no waste, no dissatisfaction, full kids. High uptake, care catering, weddings...all delivered by an ace Team!

Stoke on Trent City Council – City Catering

Inspiring Future Generations

City Catering is committed to integrating food into the life of all schools as a 'Whole School Approach' meeting Ofsted and the School Food Plan objectives of food education. A new initiative to support this was our vision to hold a cooking competition for pupils. We hoped this would help to make food exciting and accessible to more young people. Inspiring future generations to take part in a culinary journey, City Catering's Junior Chef of the Year 2016.

Best Service Team: Building Cleaning and Facilities Management Service

Aberdeen City Council

Fit for the Future

The Cleaning Service at Aberdeen City Council, to compete in the modern environment, has constantly evolved its operations, investigating new technology, innovations and processes, creating practical and financial benefits for the service and implementing improvements. Consistent with Aberdeen's "Shaping Aberdeen" vision Cleaning Services has adopted the 'triple aim' triangle in making their service "Fit for the Future"; new contracts have been achieved, engagement

with staff and customers prioritised and training more effectively delivered, while constantly striving to deliver best value.

East Ayrshire Council

East Ayrshire Council 'Clearing the Way' for Service Delivery

With new innovations including 'Text Anywhere' and a 'Lone Worker App' to ensure janitors safety; 'Priority Clearance Plans' advising the safest route, janitorial 'Turbo Power' gritting teams and 'Blue Gnu' to guide the way for Service Users – East Ayrshire Council's Janitorial Service continues to 'Clear the Way' for service delivery in times of severe and adverse weather conditions!

Gateshead Council

The Futures bright in Difficult Times

Building Cleaning Service (BCS) is Gateshead Council's internal cleaning service. BCS has a wealth of experience in providing cleaning services throughout Tyne & Wear, Northumberland and Durham. BCS strives to be a successful organisation meeting the objectives of the Council whilst continuing to meet our customers' needs. This submission focuses on our drive to develop services, retain contracts and win new business in the open market.

Middlesbrough Council

Specialist mobile cleaning team

Middlesbrough Council Property Services provide support which enables uninhabitable properties to become habitable. Working with council partners supporting all aspects of the work from cleaning to plumbing and electrical services. The team support social service clients who are no longer able to maintain standards in their home helping to resolve issues in

home environments where people have become unable to cope, which is often due to physical or mental illness, with one off support and/or ongoing maintenance and support.

North Ayrshire Council

Clean Classroom Award

The Clean Classroom Award is an idea, which was introduced by one of our Cleaning Supervisors, Marion Finnie. Marion works at Annick Primary School in Irvine. She realised that much of her cleaning time was being taken up by tidying away classroom materials before she actually started cleaning. Marion's idea was so successful it has now been taken across 10 primary schools in North Ayrshire.

West Lothian Council

Delivering budget savings whilst maintaining high standards of service delivery

In the current climate of increasing budget pressures, the Facilities Management Service has been instrumental in delivering budget savings whilst maintaining high standards of service delivery. We have worked with colleagues in all service areas within the Council to develop and implement a new approach to building cleaning. Our highly motivated team is committed to delivering a top quality service every day.

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

Cheshire East Council

Investing to Improve Cheshire East Highways

In response to a significantly declining network condition, the team at Cheshire East Highways devised an innovative strategy that secured an additional £25million Council investment, carefully utilised to deliver a clear step change from high volume reactive repairs to a strategic, treatment-led approach to asset management.

The Highway Asset Recovery Strategy met Council objectives to improve road condition, reduce claims payments and enhance customer perception and has since secured further additional investment to continue to improve Cheshire East's network.

Dorset County Council

Delivering improved efficiency and better customer satisfaction within the context of challenging budgets

In a year of significant transitional change, Dorset Highways has delivered a challenging programme whilst introducing a real change agenda.

This change has been facilitated by a systems thinking review, which secured reductions of £750,000 in back office costs and established a robust and focused approach to managing our highway network in accordance with national best practice Asset Management principles. Significant capital schemes have been delivered, not least a £22 million recycling carriageway maintenance scheme on

Bournemouth Spur Road.

Durham County Council

Durham – Highways, Winter Maintenance and Street Lighting

The Council has made great strides in recent years in maximising efficiency and improving customer satisfaction. This has resulted in the Council being one of only two highway authorities in the country to achieve the maximum Band 3 efficiency rating under the Department for Transport's (DfT) Incentive Fund.

The Council continues to promote collaborative working with neighbouring Councils and has led the development of the North East Highways Alliance (NEHA) which is helping share resources and achieve efficiencies for all member Councils.

Inverclyde Council

Inverclyde Roads Team - Streets Ahead

Inverclyde Council values the safety, welfare and development of its area and citizens and in so doing has invested considerably in improving the roads infrastructure, reducing flooding, improving parking for residents and implementing the Cycling, Walking and Safer Streets Programme. Our small Road Services team manages projects to the highest possible standard whilst attaining a high level of customer satisfaction. This has been achieved through working collaboratively with other Council Services, Elected Members, local businesses, utility companies and external parties.

Neath Port Talbot County Borough Council

Rowing together and making the most of available currents: Successfully negotiating difficult financial waters

The task of delivering 'what matters' to citizens in the face of growing assets and annual budget cuts, doing what needs to be done whilst also meeting elected members and resident wishes, is an issue facing officers across the land. The extended Highways Team within Streetcare Services at Neath Port Talbot is facing down this challenge and delivering results through pulling together and exploiting opportunities.

Stockton on Tees Borough Council

Big Plans, Bright Future

Stockton on Tees Borough Council has big plans and a bright future. The mass lantern replacement programme that began in 2014 provides a perfect example of this Council's inventive and modern style. During these times of austerity energy and maintenance savings are key drivers behind this invest to save scheme. But equally important is that it is driven by our local people who are all playing a key role in shaping the design. Customers sit firmly at the heart of this programme.

Best Service Team: Transport and Fleet Maintenance Service

East Ayrshire Council

'Driving Up Standards'

East Ayrshire Council continues its progressive and forward thinking approach

'Driving Up Standards' in the delivery of School, Day Care and Community Transport. A seat belt for every child, no double decker buses and Pupil Passports. Over £1 million saved using innovation, sustainability and partnership working, which continues to enhance and improve the delivery of a service that maintains focus on meeting the needs of children, families and vulnerable users alike.

Fife Council

New Initiatives to improve the Delivery of Fleet Management & Maintenance

Fife Council continues to build on previous successes ensuring that Fife remains a top performing Council in Scotland. Fife has also introduced an Enterprise Resource Planning system for the whole Council. This provides a corporate purchasing tool with financial business intelligence reports. Fleet Operations has embraced this new technology which interfaces with their Fleet Management system. This has allowed Fleet Operations to be more transparent with their business ensuring cost effective services are provided to the Council's fleet vehicles/plant.

GS Plus Ltd – Royal Borough of Greenwich

Transport & Fleet Maintenance Service

The GS Plus Fleet Management team has embraced change in a challenging period, forming excellent partnerships with manufacturers, suppliers, clients and colleagues to drive innovation and grow the business; whilst providing excellent 'value for money' for our customers and the local tax payers.

We pride ourselves on a 'joined up' approach,

and providing the 'personal touch'; paying close attention to our customers' business needs and ensuring the right resources are in place to manage their fleet and equipment efficiently.

North Ayrshire Council

Transport & Fleet Maintenance Services

North Ayrshire Council embraces transformational change by adopting a more corporate approach to transport provision and fleet management. With the creation of a centralised Corporate Transport Hub facility and by embracing the latest technologies to boost efficiency, a number of identified improvement opportunities around transport and journey provision has resulted in significant revenue savings of £838k, it has also proven to provide a more robust, resilient and effective service for the whole Council and users alike.

Oxford City Council

Motor Transport Team moving from Good to Great

Over the last year Oxford City Council has focused on strengthening its Motor Transport team to combat growing financial pressures through investment in technology, staff development and revised processes. With the implementation of a new fleet system, a range of training plans, improved communications and customer involvement in the transport process the objective of creating a cohesive transport team and service has been achieved.

Transport Service Solutions (Cheshire East Council)

Team 'TSS' – Embracing Change and Driving Success

During a period of uncertainty and monumental change, Transport Service Solutions (TSS) embraced the transformation from council transport service to new commercial company, with everybody actively contributing and sharing ideas to help steer the company towards future growth. TSS is a united and skilled team who are customer-focussed and committed to providing high quality service and tailored solutions for its customers. In times of austerity, the team balances customer needs with maintaining an efficient operation and delivering savings.

Best Service Team: Waste Management and Recycling Service

Caerphilly County Borough Council

Waste Management Team

Caerphilly County Borough Council is continuously at the top of the tables for their outstanding achievements and improved recycling/composting rates. Our continuous customer satisfaction enhancement over the past few years presents the efficient and effective service delivered by Waste Management at Caerphilly. Our success is no doubt; a result of the first class service provided by our "helpful, polite and courteous" team with a "fantastic spirit." We believe our ongoing improvements will ensure Caerphilly remains a highly respected Welsh authority.

The City of Cardiff Council

“Stay out of the Black, Move into the Green”- The City of Cardiff Council’s project to increase recycling by April 2016

The City of Cardiff Council’s “Stay out of the Black, Move into the Green” campaign aimed to increase their recycling rate from 53.4% in 2014/15 to 58% in 2015/16. The nominated service team delivered this project within 3 months of approval by the leading cabinet. Despite a hectic summer of preparations, the team worked through short timescales to implement the waste restriction to 153,000 properties. They’re on track to meet their 58% target, with an increase of 4% in 1 year.

Dorset Waste Partnership

Recycle for Dorset

The Dorset Waste Partnership brings together seven councils to deliver the ‘Recycle for Dorset’ kerbside service to 200,000 households. Completed in October 2015, we replaced 12 different collection schemes across the county - delivered by six different councils - with ONE consistent service.

Rolled out over a very challenging three-year timetable, benefits include cost-saving on vehicle use and round configuration, cross-boundary working, clear communications and one consistent message to all residents across county.

East Ayrshire Council

Waste Management Service

East Ayrshire Council has successfully implemented a series of new innovative working arrangements within its Waste Management service. Following a phased roll-out, our new kerbside recycling and

collection services are now available to all households. Our approach has helped East Ayrshire to increase its published household recycling rate to 51.1% in 2014/15 which is well above SEPA’s recycling rate for Scotland, with a projected household recycling rate of over 53% for 2015/16.

North Ayrshire Council

Delivering high performing services whilst transforming and delivering a successful rationalised waste management and recycling service through collaboration and partnership

North Ayrshire Council successfully delivered a waste strategy in 2015 “North Ayrshire Working Towards Zero Waste 2012-16”. Notwithstanding a background of high levels of deprivation and efficiency requirements, Waste Resources delivered improvements in household recycling participation rates and recycling performance, culminating in the achievement of 2nd highest recycling performing Council in Scotland in September 2015. The strategy included collaborative investment in services to meet Waste (Scotland) Regulations and provided positive local outcomes whilst transforming waste management and recycling services.

Nottingham City Council

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

Rather than providing traditional services, our Waste Management and Recycling Service focuses on providing innovative and flexible services to meet the changing needs of our citizens, city and our budget. We recognise that a “one size fits all approach

doesn’t always work so our flexibility and targeted work allows us to adapt to the challenges faced in different communities and with different groups of citizens, so we can meet citizens’ needs while reducing contamination and increasing recycling.

Warwickshire County Council

Warwickshire County Council Waste Management

Over the past 12 months, Warwickshire County Council’s Waste Management Group has reinforced its reputation as a bastion of best practice and innovation – notching up six national and international award titles plus a commendation in the International Circular Economy Awards. Meanwhile team members are regarded as ‘must-haves’ at national waste management conferences and seminars as well as hosting sell-out best practice tours of Warwickshire recycling and re-use facilities.

Best Service Team: Street Cleansing and Streetscene Service

Brighton and Hove City Council

Brighton & Hove Pier to Peer

“City Clean” is an in-house Brighton & Hove City Council street cleansing service that is innovate and creative and able to rise to the immense challenges faced by one of the country’s largest and most vibrant cities. Whether it is responding to the 12 million visitors each year, the miles of stunning coastline, an energetic night time economy or having United Nations Biosphere status for our National Park, the challenges are huge but so too are the rewards.

East Renfrewshire Council

Prevention is better than a cure

East Renfrewshire Council has continually strived to improve its street cleaning service through the use of technology and prevention at source. In January 2014 with the support of Zero Waste Scotland, East Renfrewshire Council launched phase 2 of its street cleaning service improvement strategy. This entailed introducing night-vision cameras at fly-tipping hotspots and a targeted intervention for all primary schools within East Renfrewshire.

Gedling Borough Council

Cleaning Up After Austerity

Faced with a recent unexpected fall in customer satisfaction following an annual survey, and increasing demands on reducing budgets, Gedling Borough Council Street Cleansing Section looked at transforming the service to help make it more efficient, whilst maintaining high standards.

A review of the service highlighted the fact that the street cleansing rounds have remained in the same six weekly cycles for the past 25 plus years. A proposal was made to alter these cycles to eight weekly to accommodate the increase in residential areas which would ensure all areas are thoroughly cleansed.

Oxford City Council

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

Oxford City Council Streetscene has seen operational improvements and budgetary control as part of their commitment to improved statutory standards and builds on income generation through selling services externally. These key elements provide a

solid foundation allowing a quality led and green progression and improvement drive. This year's achievements are growth, value for money, capital investment, accreditation, training, partnership working, performance monitoring and providing a World Class service to deliver a World Class Cleaner Greener City!

Stockton on Tees Borough Council ***DISCover a cleaner Stockton on Tees***

Street cleansing is a vital but often emotive subject to our residents in Stockton. Like many of our colleagues in Local Government, four years of budget reductions has threatened the standard of street cleansing our residents expect. Instead of taking this as an inevitable outcome, Stockton on Tees Borough Council have fought back and looked to innovate community programs to improve the services we offer and continue to provide top class services which benefit everyone associated with our area.

Trafford Council ***BeResponsible Campaign***

Trafford Council's BeResponsible campaign aims to increase environmental awareness and ownership through a wide range of campaigns and initiatives to change the behaviour of the public and local businesses in respect of litter, waste, recycling and dog fouling. The campaign involves schools, social landlords and partner agencies and is already producing improvements in environmental quality right across the borough. Social media and community groups have been vital to the success of the campaign.

Best Service Team: Parks, Grounds and Horticultural Service

Antrim and Newtownabbey Borough Council

Antrim Castle Gardens Gardening Team – Engaged to Deliver

The Antrim Castle Gardens (ACG) gardening team is a 'can do' team passionate about service delivery. Taking pride in their work, committed to achievement of excellence, they have ensured that ACG flourishes as a visitor attraction of regional significance throughout the formation of Antrim and Newtownabbey Borough Council (ANBC). They've tasted success and are hungry for more as they embrace the change and new role within the Council.

Bournemouth Borough Council ***Parks, Grounds & Horticultural Service***

Bournemouth Parks is an innovative, multi-award winning service that manages every aspect of green space, from parks, pitches and nature reserves, to street trees and verges. We hold 17 Green Flags and achieved Entente Florale Gold in 2014. Our ethos is one of continual innovation and improvement, to value staff and volunteers, and to create better, more enjoyable, nature friendly public spaces accessible to all. Customer satisfaction and levels of productivity are higher than the national averages, and costs lower.

Copeland Borough Council ***Improvements in the delivery of Parks Services through Commercialisation and Partnership working***

Despite having budget cuts of over 45%

in the last four years Copeland Borough Council Parks Service continues to deliver a quality service at a low cost to the residents of the Borough. They have been able to keep an in-house, skilled, flexible team, avoiding any compulsory redundancies whilst continuing to deliver an apprenticeship training programme and developing a more commercial approach to generate increased income. Strong partnership working has been key to delivering a service customers need.

East Renfrewshire Council ***Rouken Glen – A park for all***

Rouken Glen Park is an important public greenspace which contributes to making East Renfrewshire a 'thriving, attractive and sustainable place for residents and businesses to grow' (SOA outcome). Through a programme of interlinked projects involving a range of stakeholders, the dedicated parks team undertook a full scale redevelopment of the park to include a new play area, visitor centre and exhibition space with ongoing projects being delivered. The park now sits within Visit Scotland's top 10 most visited attractions.

Nottingham City Council ***Radical approach sets service on track for self-funding by 2020***

Nottingham's Parks and Open Spaces service deploys brave and radical strategies to attract investment, and is on track to become self-funding by 2020. Gross expenditure has reduced over five years from £8million to £6.3million. Income has risen significantly to £4.2million, creating a net service cost of £2.1million. The team brings in 66% of service costs and generates £8.83 external capital funding for every £1 of Council funds. External funding since 2007

totals £28.7million. The public satisfaction rating stands at 93%.

Oxford City Council ***A Cleaner Greener Grounds Maintenance Team delivering a World Class Cleaner Greener City***

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

West Lothian Council ***Seeing Green with the Green Team***

After the creation of the council's first open space strategy we have seen improvement in the quality assessment score on open spaces in West Lothian and the average percentage quality improvement achieved on parks/open space from capital monies invested. The open spaces are also more accessible to the public with a hierarchy of open spaces created from local to district parks. Between 2005/06 and 2014/15, West Lothian Council (WLC) has spent £38 million improving open spaces in the authority.

Best Service Team: Cemetery and Crematorium Service

Bournemouth Borough Council Cemetery & Crematorium Service

Bournemouth Bereavement Services provide a high quality effective service that meets the needs and expectations of the community. Although it carries out over 3000 cremations and 400 burials per year, it is a small team who are committed to giving the best possible service to customers. As members of the Charter for the Bereaved, the Service has achieved Gold standard and in South and South East in Bloom, was awarded Gold in the Large Cemetery of the Year category.

City of Cardiff Council Excellence At All Times

Cardiff Bereavement Services provides high quality and professional services to assist the bereaved. As Wales' Capital City we carry out over 4500 funerals and deal with over 500,000 visitors each year. The service is a proven leader in innovation within Cemeteries and crematorium achieving the gold standard in the Charter for the Bereaved assessment. We are a small team committed to providing an excellent public service, continually looking at ways to improve and meet the changing needs of our community.

Conwy County Borough Council Conwy Bereavement Services – "A Service to be Proud of"

Conwy County Borough Council's Bereavement Services provides a range of high quality services for people at a difficult

time in their lives. A team of 12 staff who are committed to offering a caring, sensitive and professional service have implemented numerous improvements in recent years to enhance the experience of their customers. Excellence and continuous improvement is part of the culture of the dedicated Bereavement Services Team.

Douglas Borough Council

Douglas Borough Cemetery Crematorium – All Island facility – Delivering high standards of bereavement services during a major crematorium construction project

During November 2014 work commenced on a £2.87m capital funded investment by Douglas Borough Council to refurbish and upgrade the Borough chapel and crematorium. The project would require running the facility on 1 cremator and closing the chapel for a year.

The challenges which this presented in ensuring there was minimal disruption to services and service standards, proved very challenging for bereavement service staff, but after 14 months the new upgraded facility opened.

Nottingham City Council

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

A five-year transformation programme has created a financially viable and efficient cemetery service passionately focused on the needs of all cultures and a vastly improved environmental footprint. Community involvement has helped create safe and pleasant sites for people and wildlife. The price of essential services remains low, with imaginative

income generation schemes and sensitive partnership projects balancing the budget and providing for future investment. An innovative Public Health Funerals package is offered to neighbouring councils.

Peterborough City Council

Bereavement Service Transformation

Peterborough Bereavement Service comprises of one crematorium, five cemeteries and six closed churchyards. The service transformation has continued this year with the completion of an illuminated covered walkway & floral tribute area, community involvement in reopening an ancient woodland at the crematorium and a grave audit that has increased burial provision by over 5 years. The service has retained the ICCM Gold standard, Green Flag and customer satisfaction over 95%. From loss making we now deliver a surplus over £1m.

Sandwell Metropolitan Borough Council

Sandwell Bereavement Services, Delivering Excellence

Sandwell Bereavement Services has demonstrated consistent commitment to providing a high quality service that meets the diverse religious, cultural and background needs of our bereaved families whilst maintaining a commercial edge.

Over the past five years we have transformed our services with continued investment and innovative schemes whilst meeting the demands of funding and environmental pressures.

We aim to invest in the future and generate new income to ensure the growth of our service.

Best Service Team: Sports, Leisure and Cultural Service

City of Bradford Metropolitan District Council

Cycling In Bradford – Setting the wheels in motion

In 2010 Bradford was voted UK's worst for cycling. The district has seen a transformative change. Local partnerships have worked tirelessly to build a diverse cycling participation offer. With long term partnership agreements with British Cycling, development of a Cycle Strategy, strong local forum, £9m invested in four years and up to £5m expected in the next two, Bradford is rapidly building a reputation for cycling delivery excellence addressing impacts around health improvement, sustainable travel, regeneration, education and social cohesion.

Doncaster Culture and Leisure Trust

More for Less - Achieving the Balance

Doncaster Culture and Leisure Trust is a registered charity delivering a diverse range of premier leisure, health and fitness, entertainment and cultural provision across fifteen venues in Doncaster.

The Trust was established in 2011, also has a trading subsidiary (Doncaster Conferencing Catering and Events) and a Training Academy.

Our submission evidences how we've achieved more for less through innovation, diversity and effective partnerships and have a model that successfully balances social and economic objectives without compromising service delivery and quality.

East Lothian Council

East Lothian Council Library Service

East Lothian Council Library Service provides an efficient, professional and quality service to all its customers through whichever channel they choose to access our services.

Digital inclusion is at the heart of our service through our trained staff supporting all age groups to access information and services online by computer “buddying” and digital tuition.

Our libraries continue to develop as community hubs providing a wide range of services and activities in consultation with our customers and our partners.

Nottingham City Council

Nottingham at the top of its game with iconic facilities, events and community commitment

Nottingham is a vibrant and attractive place to live and work. In 2015 the city gained iconic multi-million pound sport and leisure facilities, was named UNESCO City of Literature, provided a host of exciting, affordable or free events; made progress on restoring treasured heritage sites, and improved local facilities to help citizens thrive. This was achieved despite huge funding pressures, through creative partnerships with the public and private sectors and commercial ventures, with massive community involvement.

Peterborough City Council

Peterborough Open+ libraries

In response to financial challenges, the need to save money while at the same time improve services to the public, the council rolled out the UK’s first Open+ model of

libraries in partnership with Bibliotheca. This technology enabled culture and leisure department to save £305,000 a year by moving from 261 staffed hours to 387 hours, of which Open+ enables 238 self-service hours. In essence this reduced the cost of the library service by over 20% and provided a 50% increase in availability of the service.

Southend on Sea Borough Council

Active Women Southend

The Active Women Programme is an innovative partnership project which is helping thousands of women lead active and healthier lifestyles. It delivers a range of fitness sessions to females aged 22 + who live in the most deprived wards in Southend. The Active Women Programme has not only improved health and fitness levels but has given local women the opportunity and much needed confidence boost to complete fitness qualifications and become volunteers to carry-on the fantastic work in their communities.

Best Service Team: Environmental Health Service

City of London Corporation

Providing an excellent Environmental Health Service in challenging times

During challenging times, the City of London’s Environmental Health Service has made improvements and savings without compromising its delivery of exemplary, customer focused regulatory services to a unique City.

Efficiencies have been achieved through maximising opportunities for income generation and introducing new, innovative

ways of working. Partnership working and the use of social media have enabled widespread sharing of information and expertise to protect public health. The service continues to actively seek new opportunities and be receptive to further change.

Derby City Council

An Alternative Regulatory Strategy to Support and Advise New Food Businesses

Through an innovative collaboration between the Unitary Authorities of Derby and Nottingham and the Forum, funding was successfully granted to undertake a ‘lighter touch’ risk-based approach to support new food businesses. The strategy identified and supported newly registered high risk food businesses to comply with food legislation from the very start of their business operation. The overriding aim of the strategy was to ensure the effective protection of public health, whilst assisting individual businesses and the local economy to grow.

East Renfrewshire Council

East Renfrewshire Environmental Health Service

East Renfrewshire Council’s Environmental Health service has provided a value-for-money, flexible and efficient service delivering well beyond its statutory responsibilities.

While being the lowest cost service (per head of population) of any environmental health team in Scotland and at the forefront of the authority’s “agile working” transformation programme, the team designed and delivered a number of innovative projects with demonstrable social and environmental impacts, as well as performing in the top

15% of UK authorities for food hygiene enforcement.

Peterborough City Council

Silent Killers: Tackling the Hidden Dangers to Life and Welfare

The team have been simultaneously engaged in two high profile and challenging projects to safeguard the public from potentially lethal hazards. The illegal tattooist project tackles unscrupulous scratchers and educates the public in relation to health implications from getting a tattoo from an unregulated and unsafe tattooist. The Carbon Monoxide projects addresses the hazard of exposing staff, customers and nearby residents to the risks of unsafe carbon monoxide fumes in food premises burning charcoal.

Worcestershire County Council (and 6 other Councils)

WRS shared Environmental Health Service

Worcestershire Regulatory Services has evolved from seven disparate, independent regulatory services into a nationally recognised, successful, innovative and forward thinking organisation delivering high quality services to partner authorities and others, including businesses.

Customer focussed transformational changes have contributed significantly to exceeding savings indicated in the original business case whilst maintaining performance levels.

By innovating, establishing strong partnerships, eliminating waste and following the philosophy of continuous improvement the team continues to make a real positive difference to its businesses and customers.



service awards 2016

**Overall council of the year
Finalists**

Aberdeen City Council

Bournemouth Borough Council

North Ayrshire Council

Nottingham City Council

Oxford City Council

Peterborough City Council

Stockton on Tees Borough Council



Performance networks seminar 2016

1 and 2 December 2016, Hilton hotel, Blackpool

Measure to Survive

How public services can withstand austerity by measuring and improving performance



“Without data, you’re just another person with an opinion” - W. Edwards

Tonight's sponsors



APSE

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

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

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

APSE conducts research, publishes reports, and campaigns to create a positive role for local government, helping them to deliver high quality, effective and efficient public services. APSE's targeted training programme, regular briefings and inclusive events strive to keep council officers and elected members constantly updated on the latest public service issues. There is

also APSE Solutions, an in-house team that works closely with individual authorities, offering high quality consultancy and interim management support for members and other relevant organisations. APSE has also developed the innovative Performance Networks service, which is the largest national voluntary local government benchmarking service.

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



Amazone

Established in 1883, Amazone Groundcare has a long history in turfcare maintenance. The Groundkeeper range of tractor mounted flail collectors, with the SmartCut rotor, offers year-round use. Whether used for 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 1.35m to 2.1m are available.

For even more manoeuvrability, the self-propelled, zero-turn Profihopper models, which are also fitted with the SmartCut rotor on an out-front cutting deck, come in both 2 and 4 wheel drive. The unique PowerCompactor System, which collects the grass via augers for a clean pickup irrespective of the weather conditions and ensures that the 710 litre hopper packs in an amazing 1,000 litres of loose cut material.

For added convenience, the high-tip emptying system means that the collected grass can be taken away via a big bag, trailer or pick-up truck.

The SmartCut rotor, ensures a perfect cut, offers superb collection, keeps noise levels to a minimum and helps to cut fuel consumption.

GBK lawn 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 enables them to be used in any application.

On the winter grit spreading front, the EK-S and E+S spreader ranges caters for all situations. Whether just for in-house use, or by professional contractors and local authorities, these single disc, steep walled hopper, stainless steel tip spreaders fit the bill. And after the winter, for added flexibility, the same machine can be used for applying a layer of top dressing or for spreading mineral fertilisers. Add in the option of an electric control box and you have on the move rate control as well.

Amazone Ltd:

Blyth Road, Harworth, Doncaster, South Yorkshire, DN11 8NE

Tel: 01302 751200

Email: sales@amazone.co.uk

Website: www.amazone.co.uk



Boyd Stewart

Boyd Stewart Limited advise clients on their Traffic and Transportation strategy, complementing it with the most appropriate technical and supplies based solutions to

achieve the required outcome, whether it be safety, productivity or fulfillment. We assist and help organisations maximise investment and gain value added returns.

Derived from a vendor independent, trusted advisor approach where long term returns and sustainability are a common goal we invest in systems to ensure business objectives are met with equal volition.

We work with global manufacturers to provide a sales outsourcing service providing the often missing link to client's problems and awareness of market availability of solutions, adhering to regulations where required.

We provide a procurement focus for clients to reduce costs, simplify operations and exert greater control.

We work together.

Hot topics we are working on at the moment concern a unique never before deployed in UK, temporary easily deployable Large Scale Flood Protection system. As equally valid is a see through Noise Barrier protection system, highly specified to EN 1794-2 that lets us work with designers and planners to understand the meaning and importance for safety of people both on road and off... and where it is to be applied.

Contact:

Email: info@boyd-stewart.com

Web: www.boyd-stewart.com



Brigade Electronics

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

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

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

Representatives from Brigade will be on hand to discuss these and other products prime for application on local authority vehicles, such as Backsense® radar obstacle detection systems. Built and engineered by Brigade, the easily calibrated sensors can detect stationary and moving objects up to 30m away, providing an in-cab visual and audible warning, alerting the operator whose attention cannot be focused on all danger areas. Other products include real-speech side turn warning alarms and

Sidescan® ultrasonic obstacle detection systems used in specifications such as CLOCS, FORS and Crossrail.

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

For more information on how Brigade can meet your safety needs, please contact 01322 420300 or visit www.brigade-electronics.com



CMS Window Systems

CMS Window Systems is an industry leading building envelope contractor specialising in the design, manufacture and installation of PVCu, aluminium and timber composite windows, doors and curtain walling systems. External wall insulation and cladding solutions are also provided.

CMS provides 360 degree energy improvement solutions to an impressive range of clients across the UK including, amongst others, local authorities, housing associations, utility companies, main contractors, developers, house builders, architects, specifiers, approved retailers and trade outlets.

A combination of experienced, skilled professionals, the latest manufacturing technology, dedicated recycling facilities and rigorous service standards have seen the organisation work across some of the

largest new build and retrofit construction programmes in the country.

A commitment to product quality and customer care has ensured the continued success of CMS over recent years leading to it being named as one of the country's most profitable businesses in 2016's Profit Track 100 report by The Sunday Times and also featuring as one of the top 1000 most exciting and dynamic businesses in Britain in an influential report by the London Stock Exchange.



CRB Cunningshams

CRB Cunningshams are the only UK provider with their own identity management, cashless catering, and online payment solutions, supported by a national service and support team. Our education solutions are used in over 2,500 schools across the UK to help them run efficient and effective meal and nutritional programs as well as providing a cashless solution to aid in the payment of those items, to help reduce the use of cash and the issues associated with it.



Enevo

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

By collecting and analysing data from refuse containers across the world, Enevo is able to

create efficiencies and cut the cost of waste collection and incentivise recycling. Enevo simplifies, de-risks and optimises the waste management process, helping to make a sustainable waste-free environment a more achievable proposition.

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



Fraser & Fraser

Searching for next-of-kin following a Public Health Funeral or Tracing owners of an Empty Property?

As a firm of leading genealogists and international probate researchers, Fraser and Fraser truly understand the sensitivity that needs to be applied to issues such as tracing next-of-kin.

From the outset, we provide clarity regarding the process and costs involved, while at the same time providing you with the added security that all of your information is handled with strict confidentiality.

Our reliable results are built upon comprehensive experience, having worked with the Public Sector since 1971.

We support all Public Sector departments

that require assistance with tracing next-of-kin via a number of services, including:

- The probate research industry's first Free Family Tree Checker
- A case report update within 24 hours
- An in-house broker division working with multiple insurance companies to provide Missing Beneficiary and Missing Will policies, secured at the best possible rates
- Probate valuations
- Full property management and security
- House clearance and auction sales
- Empty property insurance
- Probate sales
- Asset and Will Search services

It's quicker, it's easier and it's stress free.

We understand the steps required in arranging a public funeral and locating owners of empty properties.

By referring your case to us, we can trace next-of-kin at no extra cost to the Local Authority. We'll start searching immediately. If we are able to make an agreement with the next-of-kin, and therefore have authority to handle the estate, we can then take the rest of your responsibilities off your hands.

WHY USE FRASER AND FRASER?

- We provide clarity on the processes and related costs involved with no hidden extras
- Achieve resolution that is beneficial to all parties in a sensitive manner

For more information contact Anthony John on 020 7832 1400 or visit our website: www.fraserandfraser.co.uk



IQSS

IQ Software Systems (IQSS) has more than 30 years' experience in IT based performance management, community consultation and customer satisfaction data analysis within the public sector and, in particular, within the leisure and health & nutrition fields. Since 1997 IQ Software Systems (IQSS) have been the architects of the APSE Performance Networks database. The database remains the biggest public sector benchmarking system in the UK and has been used by more than 300 UK local authorities as a vital performance management tool in the last 20 years.

IQSS is a member of the Market Research Society, the UK's research regulatory body, and has designed and implemented numerous health & wellbeing, leisure & recreation, tourism and other public service research projects within the public and private sectors.

As a major stakeholder in Redbrook Garve Limited, IQSS is now leading the development of research and reporting techniques for all "Interactive Teaching Assessment[®]" (ITA) modules in particular "School Meals Investigators[®]" (SMI[®]).

Memberships

Chartered Institute for the Management of Sport and Physical Activity (CIMSPA), the Lead Association for Catering in Education (LACA) and the Market Research Society (MRS).

Contact us enquiries@iqss.co.uk



Reactec

Reactec use integrated wearable & web technology to monitor and report to all stakeholders' a representative measure and source of vibration risk - so employers can reduce and design out exposure risks as required by EU regulations.

The HAVWEAR is a wrist worn device to advise workers of tool vibration risk. It informs the wearer of their exposure by calculating and displaying in real-time their HSE HAV risk assessment exposure points. Sound and vibration alerts inform the wearer if their personalised exposure thresholds have been exceeded.

It has ground breaking technology to simultaneously assess exposure risk using;

1. Pre-defined tool vibration magnitude
2. Vibration magnitude sensed by the wearer at the wrist

All exposure and tool data is saved and transmitted via a docking station to enable management to view online exposure data to better understand how to reduce and remove the risks. The HAV exposure on-line reports include individual worker exposure and related tool use to pinpoint exposure hot spots. These reports can help prioritise and aid the design and management of risk reduction controls. These controls are required by the HSE to fully comply with the control of vibration at work regulations.

In summary the HAVWEAR provides a personalised exposure risk management

system that supports worker behavioural change towards vibration risks. Online access to data ensures all duty holders are involved in addressing the risk to employees of HAVS. Employers better understand the source of exposure and how to address it via tool use, work rotas and project delivery. Workers are also remaining below legal levels of exposure based on accurate assessments of their risk.

Contact:

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Tascomi

Tascomi are a highly dedicated team of individuals forging the future in innovative mobile working solutions. We have over ten years' experience not only delivering exceptional service, but also creating industry-leading web-based software solutions to help Local Authorities and Government departments throughout the UK and Ireland.

We believe work should be simple. We work collaboratively to create easy-to-use, practical, and dependable mobile solutions, helping optimise workflow and maximise efficiency.

As the number one provider of Software to Local Government in Northern Ireland, Tascomi developed and maintained over 126 Software Systems in departments across 25 of the District Councils, and for us, Local Government Reform came with the expectation that each of the amalgamated departments within the new Councils would share and access a single, merged Software System.

Start your journey towards mobile working with Tascomi.

Contact:-
Tel: UK - 0845 119 6020 / ROI - 048 9268 8820
Email: enquiries@tascomi.com
Website: www.tascomi.com



Toltec

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

This simple approach, ensures a very high client retention rate. Today, Toltec are a thriving highly skilled IT network infrastructure business, dedicated to the use of leading edge technologies, helping all their clients manage and grow their businesses effectively. Toltec have particular specialist skills in HP clustered solutions, virtual infrastructure, ERP Infrastructure. System migrations, virtual private networks (VPN), disaster recovery and high availability network infrastructure.

Toltec also provide 'Cloud Computing' solutions from its Data Centre's facilities; from real-time online disaster recovery systems to fully hosted solutions which can save organisations up to 60% of their annual I.T budget.

Phone: 0345 257 4447

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Founded by Olympic athletes, Steve Parry and Adrian Turner, Total Swimming has a passion for all things swimming, whether it be accessible teaching programmes, innovative temporary pool solutions or inspiring events featuring world class swimmers. Find out we can help your local council bring swimming to all with affordable, innovative solutions. Come and have a chat with Total Swimming in the APSE Exhibition area. Visit our website www.totalswimming.co.uk for more details.



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: <http://www.joinunison.org/>



UX Energy

UX Energy Services (UX), part of World Fuel Services Europe Ltd, is a leading and independent provider of energy consultancy services including:

- Procurement
- Bureau Services
- Risk Management
- Carbon Management
- Water Services
- Renewables consultancy

Since its founding in 1995, UX has grown organically to provide competitive, comprehensive and ethical services to the private and public sector alike, tailoring the solution to the needs of the client. UX's customer base ranges from SME customers through to some of the largest UK consumers with complex multi-site businesses. Our services and approach have enabled us to integrate into the industry, securing

long term relationships and genuine reputational success with organisations such as University of East Anglia, Aberdeen Heat and Power and Radian Group.

UX's inclusion in the World Fuel Services Europe Ltd (WFS) business, a Fortune 100 company, has further strengthened our knowledge base across Europe and the USA. Globally, the WFS group manages over 180 terawatts of energy. WFS now gives our clients the opportunity to access considerable global gas and power expertise and a wealth of knowledge surrounding the distribution of energy products and services across land, the marine sector and in aviation.

What makes UX different? Trust, integrity, class leading innovation and significant worldwide expertise in gas, power and fuels. What sets UX apart? Our commitment to developing long-term relationships with our clients.



Walker Morris

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

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