

apse

service awards 2014

11 September 2014

Annual dinner and service awards programme

THE MJ

In association with the MJ





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

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Evening programme

- 19:00 Pre dinner drinks reception
 - 19:30 Annual dinner commences
 - 20:45 Comfort break
 - 21:00 APSE Annual Service Awards 2014
 - 22:00 Evening entertainment commences
-

Note of thanks

APSE would like to thank the elected members and officers of Nottingham City Council, and to the APSE National Chair Cllr Leon Unczur and APSE National Secretary Alistair Merrick for their help in bringing this event to Nottingham.

Service award categories and sponsors

Best Employment & Equality initiative

Kindly sponsored by Unison



Best Housing & Regeneration Initiative

Kindly sponsored by DWF



Best Efficiency Initiative

Kindly sponsored by ASC Renewables



Best Health & Wellbeing Initiative

Kindly sponsored by Unison



Best Public/Private Partnership Working

Kindly sponsored by AMEY



Best Public/ Public Partnership Working

Kindly sponsored by IQSS



Best Public/Voluntary Partnership Working

Kindly sponsored by Vision Techniques



Best Community & Neighbourhood Initiative

Kindly sponsored by The Helping Hand Company



Best Information Technology & Communication Initiative

Kindly sponsored by Toltec



Best Renewable Energy & Energy Efficiency Initiative

Kindly sponsored by Walker Morris



Best Service Team Construction & Building

Kindly sponsored by LED Planet



Best Service Team Catering

Kindly sponsored by CRB Solutions



Best Service Team Building Facilities Management & Cleaning

Kindly sponsored by Numatic International



Best Service Team Highways, Winter Maintenance & Street Lighting

Kindly sponsored by Symology



Best Service Team Transport & Fleet

Kindly sponsored by Wilsons Auctions



Best Service Team Waste Management & Recycling

Kindly sponsored by Big Belly Solar



Best Service Team Street Cleansing & Streetscene

Kindly sponsored by Big Belly Solar



Best Service Team Parks, Grounds & Horticultural

Kindly sponsored by Amazone



Best Service Team Sports, Leisure & Cultural

Kindly sponsored by Arran Outdoor Education Centre

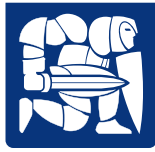


Overall council of the year in service delivery

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A Guide to the finalists

Best Employment & Equality Initiative

Department of Regional Development

Staff Mediation Service

The Department for Regional Development is a large Public Sector Organisation with more than 2300 employees.

Realising that its existing formal processes were lengthy, costly and stressful the Department worked with staff, managers and Trade Unions to introduce a Staff Mediation Service. This new service proved instantly successful and the Department has seen an 85% reduction in the number of formal grievance cases in the first year. This has led to a huge reduction in costs, stress and lost productivity.

Forest Heath District Council and St Edmundsbury Borough Council

Apprenticeships: Quality and Equality

West Suffolk has developed an innovative approach to apprenticeships, acted as a catalyst in the community and created a set of fundamental building blocks that have enabled and encouraged other organisations to build their apprenticeship offer and increase the employability skills and apprentice opportunities in a range of non-traditional occupations. The work has been commended by both Unison who worked closely with the HR team at West Suffolk to develop the approach, and the East of England Regional Council.

North Lanarkshire Council

North Lanarkshire's Working Youth Investment Programme

North Lanarkshire's Working tackles the issue of youth unemployment by working in tandem with businesses and those looking for work. This dual approach has resulted in engagement with over 700 businesses and nearly 4,000 people into work within the first two years of the project.

Ongoing service delivery improvements and effective vacancy management have shown that despite challenging economic times the project delivers results.

Strong links with other Council departments have been developed as a result of this project.

Nottingham City Council

Tackling Youth Unemployment and Worklessness within Nottingham's Priority Families

Nottingham has the ambition to reduce unemployment within young people and to develop their skills. Building on an established apprenticeship campaign across the City, Neighbourhood Services have identified how apprentices can help to fill future skills gaps and have made a significant impact on breaking the cycle of worklessness, and increased employability within the City.

This has been achieved by a significant increase in the intake of frontline apprenticeship posts and targeting hard to reach Priority Families groups within Nottingham.

Royal Borough of Greenwich

Royal Borough's GLLP scheme

The Royal Borough of Greenwich strongly believes that employment is the best route out of poverty. That is why we were the first council to prioritise £6m funding for an employment scheme; helping more than 250 local families, worst affected by the welfare reforms, into work.

The Greenwich Local Labour Programme (GLLP) provides paid work placements of 6 months for people with intensive one-to-one support and job based training, supporting local people to become 'work-ready' and overcome barriers to employment.

Southampton City Council

Southampton Employment and Skills Plans

Southampton City Council is a lead authority for Employment and Skills initiatives linked to public sector Planning and Procurement policy. The Council has introduced the 'Client Based Approach', a framework to maximise local skills and employment opportunities in major construction, retail and hospitality projects. The approach is fully embedded in Southampton, with Employment and Skills Plans (ESP) creating local supported employment with significant equality outcomes for priority groups, disadvantaged residents and those facing multiple barriers.

Trafford Council

Supporting Vulnerable Young People into Employment

Trafford Council has established a pioneering approach to supporting vulnerable young people into employment. We have developed a number of innovative initiatives that ensure effective support is provided and barriers overcome. We have succeeded in offering exciting opportunities that allow young people to rewrite their future in spite of the significant obstacles they face in their daily lives.

As well as changing the lives of these young people, these initiatives impact positively on the local community by creating a more motivated and engaged potential workforce.

Best Housing & Regeneration Initiative

City of Edinburgh Council

Moredun Park & Hyvots Regeneration

Dunedin Canmore Housing has worked with City of Edinburgh Council and the community to deliver a largescale regeneration project in south Edinburgh.

The project ran from 2003 to 2013, during which time extensive ground stabilisation work took place, over 200 sub-standard properties were demolished, 441 new homes constructed, 371 homes refurbished and a community park constructed.

A 10 year commitment and investment of £68 million has seen an area blighted by social and environmental problems transformed into a vibrant community.

Corby Borough Council

New Build Council Houses

Corby Borough Council (CBC) started a major regeneration project back in 2006/7 by demolishing 3 key areas in estates that suffered with a number of social issues. The areas featured were the Kingswood, Danesholme and Lodge Park estates.

CBC has been successful in bidding and supporting partner bids to build mixed tenure housing. From this CBC has built 82 new council homes and has started its next build round of 58 new homes alongside successful partner bids to deliver open market housing.

London Borough of Havering

Housing & Regeneration - Garage Site Project

Havering Council has been demolishing underused, derelict garages and dilapidated buildings, regenerating these sites to create 139 much needed new homes for local people, unlocking the previously untapped value that exists within the borough to continue to make Havering a good place to live.

Our approach, as demonstrated through the garage site project, ensures that the most in need local families benefit from modern, affordable homes whilst areas that previously attracted crime and anti-social behaviour are revitalised and transformed.

North Ayrshire Council

Western Gateway, Kilwinning

Western Gateway in Kilwinning, North Ayrshire is an excellent housing and regeneration initiative that has helped transform Kilwinning town centre and improve housing conditions for residents. Working in partnership with Irvine Bay Regeneration Company, North Ayrshire Council has delivered a project that has greatly enhanced the appearance of the area, attracted new businesses and reduced anti-social behaviour and estate management problems. This refurbishment project was delivered on time, within budget and is felt to provide excellent value for money.

Stockton-On-Tees Borough Council

Mandale Park – Celebrating 10 Years of Regeneration

Stockton Council has “big plans for our places and open spaces”, as evidenced by the very successful, £100 million community-led housing regeneration scheme at Mandale Park, Thornaby.

For over ten years, residents have worked closely with partners and the Council to transform their community into a vibrant, thriving place to live and work. During this period, 578 obsolete properties have been demolished and replaced with 770 quality, mixed-tenure, energy efficient new homes within a safe and secure environment.

Swale Borough Council

Swale Borough Council – Rushenden Retrofit Project, Isle of Sheppey, Kent

The regeneration plans for Queenborough and Rushenden on the Isle of Sheppey, Kent, are projected to create about 1,200 new homes. The existing housing stock in Rushenden, both privately owned and social, suffers from poor energy efficiency and many households are affected by fuel poverty.

The Rushenden Retrofit project is an innovative approach to environmental regeneration, working with local residents in an isolated and deprived community, to make their homes more energy efficient.

Best Efficiency Initiative

Aylesbury Vale District Council

New Business Model

AVDC like all of local government is on a quest to address the financial pressures on the council – however unlike most we are looking for ways to grow our way out of the problem as part of an integrated programme of service innovation, investment and change - the New Business Model.

Dundee City Council

Dundee City Council WARPit

Dundee City Council's innovative resource-redistribution tool - WARPit - makes it easy for staff to obtain unwanted resources within the Council and beyond, reducing procurement spend and waste disposal costs, as well as minimising waste and reducing carbon emissions.

By pioneering online resource reuse and creating a regional sharing network, WARPit has already helped the Council divert almost 8 tonnes of waste, saved 2,800 tonnes of CO2 and saved the Council and its partners £57,866 in avoided procurement costs.

East Ayrshire Council

EAC – GREEN & CLEAN

East Ayrshire Council is definitely Green & Clean with their new Bio Active Cleaning Regime. Proving that even if you are already 2nd top in your APSE group for cleaning M2 per FTE employee, you can still challenge the status quo.

The new cleaning regime has given the opportunity to save over £150,000 in staffing costs, over £12,000 in cleaning supplies, yet improving productivity, customer satisfaction, health & safety and high environmental standards using only 3 products all without chemicals!

Fife Council

Fife Council - Smart, Flexible and Productive

Fife Council is on track to realise £20.8m of evidenced savings by introducing Mobile Flexible Working.

We identified that we needed to make major savings – be more efficient and effective. By changing our processes, giving our front line workers mobile technology, enabling home working and multiple touch-down facilities, we have achieved our goal.

We have completed year 3 of our 5 year programme but won't stop here as we can continue to achieve on-going yearly savings of at least £6.7m.

Forest Heath District Council and St Edmundsbury Borough Council

One Team Two Councils

If there were two ways of doing things then Forest Heath and St Edmundsbury did them. We had different annual leave, work and management styles, pay grades, software and phone systems, HR policies – even the tea arrangements were different. We wanted one staff serving two councils to create a new West Suffolk partnership – deep breaths all round. The overwhelming message from a staff survey and briefings in 2012 was 'get on with it'. So we did.

Nottingham City Homes

Sustainable Buildings

Nottingham City Homes (NCH) is a truly sustainable housing provider focussed on carbon reduction, and creating homes and places where people want to live, plus being an organisation where staff are given the opportunity to innovate and deliver great service for customers.

Oxford City Council

Motor Transport Improvements

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

Swindon Commercial Services Ltd

Transforming Household Waste into Household Fuel

In 2013 Swindon Commercial Services Ltd (SCS) partnered with Machinex to start work on a £8.2m Waste to Energy Plant. The plant which was directly funded by investment from Swindon Borough Council (SBS) will process all of Swindon's municipal solid waste reducing the boroughs dependency on landfill by 95% and increase the revenue and recovery of other recyclates.

Tameside Metropolitan Borough Council

Transformation of Operations and Green Space Services

A 25% budget reduction required a radical rethink. Redesigning Operations and Greenspaces from the 'bottom up' - creating a new flexible service that is more responsive to; and embedded in its communities. We've delivered the savings but actually improved the service - the environment is cleaner; public service demand has fallen and importantly we are supporting ex-offenders and young people back into work. Ideas from the frontline drive us forward. We are a trail blazer for the Council Service Transformation programme.

Best Health & Well-Being Initiative

Aberdeenshire Council

Edenholme Care Village

The Edenholme Care Village submission describes how colleagues in Property, Housing, Social Work and Community Learning and Development worked with partners, existing residents and the local community to design and build a replacement 60 place care home for frail older people and people with dementia as part of a care village – a new campus concept which includes 8 one bedroom cottages co-located on the site along with extensive secure landscaped outdoor spaces for residents to enjoy.

Carmarthenshire County Council

Transforming Adult Social Care

The Llanelli Community Resource Team, a community team made up of multidisciplinary health and social care teams aligned to primary care, undertook a Vanguard Method review of its service and redesigned the whole service. Moving from deficit based assessments to asset based conversations with individuals in order to empower them to make informed decisions and to

support them to do what matters to them, the service embraced Local Area Coordination and has achieved outstanding results with individuals.

City of Edinburgh Council

Making rehabilitation smarter: using smart and mobile technologies in a community stroke rehabilitation service

The person centred smarter rehab initiative has had a life changing impact for clients after stroke, improving their health and wellbeing, through access to digital support tools. A new 'assistive technology occupational therapist' (ATOT) post was established to develop use of smart technology with clients of the community rehabilitation stroke service. The use of smart phones, ipads and their accessories, enables individuals to develop skills to improve independence and quality of life, and compensate for long-term impairment after stroke.

East Riding of Yorkshire Council

Delivering Health and Well-being innovatively and sustainably across the East Riding.

Driven by the challenge to turn the rising tide of obesity, for the past five years East Riding Leisure has been championing partnership working with the Public Health Team. This has resulted in ground-breaking and effective weight management programmes. Customer centric systems and bespoke IT solutions are the keys to success, underpinning a holistic approach to behaviour change. This winning formula has contributed to improving health and reducing the net service cost whilst making the biggest possible contribution to the Councils priorities.

London Borough of Havering

Best Health & Well-being Initiative

Older people are a huge part of our community in Havering, and we want to recognise their contribution by helping them to continue to live their lives as independently and happily as possible.

Therefore, our initiative works to prevent people from going into residential care earlier than necessary, and prevent unnecessary, or needlessly lengthy, hospital stays.

Older residents are the gems of our neighbourhoods, and keeping them independent and involved in our communities has huge benefits for everyone.

London Borough of Tower Hamlets

Tower Hamlets Integrated Service for Disabled Children

The Integrated Service for Disabled Children in Tower Hamlets has evolved to being a multi-agency team, embracing innovative practices and initiatives to improve outcomes for families with children with disabilities. The co-ordinated efforts put in for families have the common goal of enabling children and young people to be safe and healthy to support their wellbeing so that they are able to achieve their full potential. A combination of outreach support, fun play and other multi-agency support helps achieve this.

Portsmouth City Council

Extra Care Services and Affordable Houses for Older People in Portsmouth

Portsmouth City Council provided extra-care specialist and affordable housing for older people in Portsmouth as a modern alternative to residential care by making innovative use of its own land and contracting with a development partner. This project fits the council's overall vision - flexible in our approach to who we collaborate with to develop and provide services but active in using our assets and core capacity to fulfill our ethos of stewardship.

Royal Borough of Greenwich Council

Royal Greenwich integrated health and social care

Greenwich's truly integrated health and social care service, offering a single point of access, has now started to develop into care co-ordinated around GP practices. The "care pathway" is underpinned by a strong client and prevention focus, is based on staff engagement, collaborative change, shared resources and a desire to improve outcomes whilst also being more cost-effective. We have acted upon customers' views; saved £900k from care budgets; reduced long term care packages; and cut delayed hospital discharges by 13%.

Stockton-On-Tees Borough Council

Community Bridge Building

Stockton Council's STEPS service (a stepping stone approach to employment) provides support for vocational training and employment opportunities to adults with disabilities.

The introduction of the new Community Bridge Building (CBB) service has created an innovative framework of practical help and training to support individuals with disabilities to access mainstream activities and become independent, active members of their local community.

By accessing their local community, individuals build their independence and wellbeing whilst reducing their need for traditional day services.

Warrington Borough Council

LiveWire Warrington Neighbourhood and Wellbeing Community Interest Company

In May 2012 leisure, library and lifestyles services transferred from Warrington Borough Council; establishing LiveWire Warrington Neighbourhood and Wellbeing Community Interest Company (CIC).

As a CIC there are no share-holders; any profit the organisation makes is reinvested back into the business to improve services and facilities for communities on a local needs basis.

The continued focus is on customers – enhancing lives by improving and inspiring people who live, work and visit Warrington to be active, healthy and happy.

Best Public / Private Partnership Working Initiative

Calderdale Metropolitan District Council

Developed by the Public Sector for the Public Sector – Commercialising Calderdale’s Software Solutions

Developing partnerships with the private sector helps stimulate and maintain economic growth within Calderdale and generates income for reinvestment in the Council. Following the sales of Calderdale Council's internally developed Social Care case management systems to the Isles of Scilly and then to Leeds City Council, Calderdale Council has now entered into a unique and innovative partnership with a global ICT systems provider with the intention of selling Calderdale's range of internally developed applications across the Public Sector and beyond.

Corby Borough Council

Electric Corby

With the support of Corby Borough Council (CBC), Electric Corby (EC) has been formed as a not-for-profit public private CIC with the clear aims to establish Corby as:

- a leading edge location for business;
- the UK's leading practical, community scale test centre for energy efficient living and low carbon transportation;
- and to redistribute the benefits of its labours to the Corby community.

Durham County Council

Lumiere 2013

Lumiere 2013 was a four day winter light festival held in Durham City between 14th and 17th November 2013. This festival was produced by Artichoke, one of the UK's leading creative companies, and was commissioned by Durham County Council with support from the Arts Council.

The festival, which was sponsored by a cross section of partners and supporters, attracted an audience of 175,000 with a total economic impact of £5,832,937.

London Borough of Havering

Town Centre Partnership

Havering is home to Romford Town; the biggest town centre in East London.

Romford's night time economy attracts some 11,000 18 to 25 year olds on Thursday, Friday and Saturday nights to big name venues while the day-time economy attracts shoppers and families.

The Romford Town Centre Safe and Sound Project has significantly reduced the volume of crime and addressed the fear of crime with the aim of encouraging more visitors to both day-time and night-time economies.

Northamptonshire County Council

Northamptonshire County Council and British Gas Strategic Alliance

With public funding for councils across the country becoming increasingly limited due to austerity measures, councils are increasingly searching for alternative ways to fund their public services.

Therefore, a new approach was adopted by Northamptonshire County Council (NCC) to ally a private partner, in a relationship based on a shared agenda and customer base to deliver successful outcomes, for mutual benefit. As such, a Strategic Alliance between British Gas (BG) and NCC was established with the view of creating the concept of a “Low Carbon Northamptonshire”

South Lanarkshire Council

“Part Exchange Plus – Better Homes: Thriving Communities”

The Council’s PX Plus scheme increases the supply of affordable housing for South Lanarkshire Council tenants whilst at the same time encouraging movement in the housing market chain and providing much needed support to the local house building sector.

Overall, Part Exchange Plus has resulted in benefits to both the public and private sectors, delivering better homes and thriving communities, a clear example of partnership working at its very best with all parties achieving their goal.

Telford & Wrekin Council

Pets in Telford (Parish Environmental Team)

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

Torfaen County Borough Council

My Own Front Door

My Own Front Door is a new concept in accommodation for people with a learning disability in Torfaen that gives people the opportunity to live independently in the community, within their own flat. This new project moves away from traditional accommodation and service models and gives people more choice and control over their lives.

Best Public / Public Partnership Working Initiative

Cardiff Council

Prosiect Gwyrdd

Prosiect Gwyrdd is a Partnership of 5 Waste Disposal Authorities and the Welsh Government that has embraced the collective need to buy an environmentally sustainable solution for non recyclable waste. The Partnership has successfully signed the contract with Viridor Waste Management to deliver a solution that meets statutory targets, provides additional recycling, is affordable and value for money for the next 25 years. Robust governance and performance frameworks are in place to ensure Viridor and all public partners deliver their contractual obligations.

Cherwell District Council and South Northamptonshire Council

Building a partnership oriented organisation

Cherwell District Council and South Northamptonshire councils have taken a fast-track approach to building partnerships, putting themselves in the position to take advantage of opportunities presented either by geography, common service development requirements, efficiency and savings requirements – wherever they present themselves, with a focus on innovation.

Corby Borough Council

Neighbourhood Management: Building a Bigger, Better, Brighter Corby

As a result of the comprehensive and consistent partnership approach adopted by Corby Borough Council and our partners to tackle issues of community concern we have achieved the following;

- Reduced recorded crime year on year from 7529 in 2006 to 4323 in 2013/14.
- Moved from being in the worst 10 anti-social behaviour areas in the country to taking, and sustaining for 3 years, a significant lead in countywide public confidence statistics.
- Achieving & maintaining for 3 years the highest levels of public confidence in Northamptonshire

Denbighshire County Council

The All Wales & AGMA Highway Lighting Procurement Partnership

Denbighshire along with other local authorities throughout Wales have a history of collaboration with each other, and with other public bodies and the private sector. This approach to joint working is a fundamental part of the 'making the connections' agenda being encouraged by the Welsh Government, which seeks to build a single public service for Wales, where service partners work together to pool resources, share expertise and crucially, present the public with a seamless level of service.

This project is an example of what can be achieved through an incremental approach towards collaboration. Fundamental to the project's success has been our ability to engage with authorities to harness the most talented and skilled people to deliver sustainable change which encourages the effective sharing of resources and the use of economies of scale.

East Renfrewshire, East Dunbartonshire and Angus Councils Partnership

Protecting the Vulnerable Consumer from Nuisance and Scam Telephone Calls

A joint initiative from Angus, East Dunbartonshire and East Renfrewshire Trading Standards Services.

This joint initiative, utilising call blocking equipment to protect vulnerable residents from nuisance and scam calls, was a first in the UK. The results in terms of calls blocked and user feedback formed compelling evidence that appropriate equipment could stop up to 100% of nuisance and scam calls. This increased vulnerable user's ability to live independently, free from concerning, unwanted nuisance and scam calls. Carers also benefited. Over 50 local authorities are now involved with the numbers increasing daily.

Glasgow City Council

Land and Environmental Service/ Jobs and Business Glasgow Strategic Employment Partnership

Glasgow City Council Land and Environmental Services (LES) and Jobs & Business Glasgow (JBG) have been working in partnership to deliver a proven and successful Transitional Employment programme supporting unemployed Glasgow residents into employment since 2011.

Within the model JBG act as the employer and participants are seconded to LES, resulting in considerable financial and time management savings. The participants are offered supported fixed term employment opportunities with additional assistance to help them achieve their goal of fulltime long-term employment.

Greater Manchester Fire & Rescue Service

Greater Manchester Treacle Campaign

In 2007, Greater Manchester Fire & Rescue Service (GMFRS) and Greater Manchester Police (GMP) initiated the Greater Manchester (GM) Treacle Campaign, in partnership with the Association of Greater Manchester Authorities (AGMA).

The campaign benefits from county wide governance through the GM Anti-Social Behaviour (ASB) Theme Group, which reports to the AGMA Police & Crime Lead Officers Group.

The campaign aims to prevent, tackle and protect against deliberate fire setting, ASB, criminal damage and harm during the Halloween and bonfire period.

North Ayrshire Council

Multi Agency Domestic Abuse Response Team (MADART)

The Multi Agency Domestic Abuse Response Team (MADART) evidences the commitment of Social Services, Housing and Police Scotland, to work collectively with agencies like NHS Ayrshire and Arran and Woman's Aid, in order to address domestic abuse, which is one of the most damaging issues affecting our community. The service provided is designed to reduce the prevalence of domestic abuse in North Ayrshire, making it a safer place to live and ensuring children have the best possible start in life.

Renfrewshire Council

Renfrewshire Community Safety Hub and Education Initiatives

Following the successful Street Stuff diversionary programmes, longer term prevention of antisocial youth behaviour was required. SafeKids, Firereach and Youth Offending Project were established for Renfrewshire's young people, tailored to address current and emerging risks.

Working together, Renfrewshire Council, Police Scotland, Scottish Fire and Rescue Service, Engage Renfrewshire and St Mirren FC all noted benefits with a reduced demand for frontline services.

Renfrewshire's communities are safer places to live, with recorded crime at its lowest level for 39 years.

Warwickshire County Council

Lower House Farm Household Waste Recycling Centre and Waste Transfer Station

Jointly developed by Warwickshire County Council and Staffordshire County Council, Lower House Farm Household Waste Recycling Centre and Waste Transfer Station is delivering a best value solution for both authorities. The facility also boasts what is claimed to be the UK's biggest recycling centre charity re-use shop - operated by an award-winning social enterprise.

The partnership to develop and operate Lower House Farm as a shared service has been exemplified by organisations such as WRAP and the Local Government Procurement Network.

Best Public / Voluntary Partnership Working Initiative

Cheshire East Council

Queens Park's Friendly A.N.T.s

Our 'Friends of Queens Park' have recently had their activities dramatically boosted by the 2013 creation of ANTs, (Action Not Talk) who quickly evolved following a challenge, from the Council's Leader, for the public to become actively engaged in Park life.

This, the public responded to with gusto. The pace of growth regarding voluntary participation has been nothing less than staggering, achieving almost 4,000 of man hours in 6 months.

The results are undeniable, the impact visible to all and the goodwill conveyed infectious.

Derry City Council

Diwali 2013

'Diwali – A festival of light' was held in Derry's Guildhall in November 2013. It was the city's first major Indian cultural event (2000 participants) with supporting educational programme (22 schools workshops) - integrating Indian Culture into renowned Halloween festivities, promoting inclusion and diversity and challenging racism. Diwali 2013 brought the locally resident Indian Community from 3 main religions and languages together for the first time in a community planning, capacity building process and joint initiative with Derry City Council.

Durham County Council

County Durham Reuse Forum

"County Durham has an active, vibrant network of furniture reuse schemes supported by Durham County Council (DCC). The network consists of community based projects which work at grass root level to alleviate social poverty, promote positive behavioural change, provide economic value through job creation and offer training opportunities."

Terry Collins, Corporate Director of Neighbourhood Services, Durham County Council

North Lanarkshire Council

Food Hygiene Bingo for Lunch Clubs

Hygiene is paramount in the safe service of food and can be very difficult to enforce when the food handlers are volunteers and not employees. It is even more difficult when the volunteers are at the age where they feel their training days are over.

Food Hygiene Bingo is the new concept developed to ensure that Lunch Clubs within North Lanarkshire Council meet legislative requirements for food hygiene training.

Stockport Homes

"Penny Lane Pantry"- Stockport Homes and Fareshare working together

Stockport Homes, in conjunction with Fareshare, have developed an innovative community food store, "Penny Lane Pantry", which is providing healthy and affordable food to customers in one of the most deprived neighbourhoods in the Northwest. The pantry is run primarily by local residents who volunteer their time and, since opening in August 2013, is already providing affordable food on an ongoing and sustainable basis to over 100 families.

Stockton-On-Tees Borough Council

Invest for Success

Stockton Council has sought to 'get ahead of the game' by anticipating the need for developing the Voluntary, Community, Social Enterprise (VCSE) sector in readiness for the change from 'core-funding' to the commissioning services model.

Investment in this vital sector was seen as the key to success.

The new 'Step-Change' model of investment funding was developed – realising fantastic results in developing and strengthening the VCSE sector in Stockton – importantly, securing co-produced services that deliver real social value to the community.

Tameside Metropolitan Borough Council

You Choose

Through its innovative participatory budgeting scheme You Choose, Tameside Council has...

- Given away £1 million to 484 community and voluntary groups
- Let residents decide how money is allocated and spent
- Held 27 events, attended by over 2000 residents
- Received national and international recognition
- Strengthened the community and voluntary sector
- Increased recycling in the borough
- Re-invested savings made by residents recycling efforts back into the community
- A long-term partnership commitment through the delivery of a 10 year Community Strategy

Walsall Council

The Reduction of On Street Sex Working (ROSSW)

Walsall residents raised their concerns of the devastating effects that on street sex working had within their neighbourhoods. The newly established programme; Reduction of On Street Sex Working (ROSSW) led by Walsall Council's Area Partnership Team brings together both public and voluntary organisations who work across this thematic area to facilitate a whole systematic approach to reduce on street sex working. They collectively consider and challenge all aspects of this ingrained issue, including targeted support, community communication and effective justice.

Best Community & Neighbourhood Initiative

Aberdeen City Council

Powis Community Greenspace Improvements

The Powis Community Group in partnership with Aberdeen City Council has taken forward a project to develop and improve the local park and greenspace and improve the safety and security for local residents and users of the area.

These improvements have resulted in increases in number of users and a reduction of antisocial behaviour. It has brought the community together and has proved how successful and inspirational a Council and community working together can be.

City of Edinburgh Council

Muirhouse Community Shop

Muirhouse Community Shop was opened in May 2013 by Tenants and Residents in Muirhouse with support from City of Edinburgh Council and local support organisation Link Up.

The shop is improving health and wellbeing for local people by:

- providing fresh fruit and vegetables at affordable prices
- building skills for the volunteers who run it
- providing a community hub , with a 'community wall' promoting local events, clubs and groups; information events, and experienced volunteers mentoring newer volunteers.

Dudley Metropolitan Borough Council

Food for Thought

To summarise the Local Authority Regeneration Project Team had to reduce the Street Cleansing markets waste provision building by a third in size to fit their plans. What happened to reach that goal actually meant Market Traders Street cleansing and a Voluntary Animal sanctuary all coming together and what came out of that had many different values for them all.

Falkirk Council

Orphan Land

Orphan Land is a flagship initiative of Falkirk Council's Litter Strategy Team. Inspired by the philosophy of "guerrilla gardening" this innovative project puts some structure behind such desires as the community might have to take ownership of unsightly land by simply starting to care for and beautify it. The scheme provides a small amount of funding, some labour, (typically provided by the clients of the Criminal Justice Team) and access to horticultural advice through our Grounds Maintenance Teams.

Fife Council

Keep Fife's Schools "BANG TIDY"

Keep Fife Schools "Bang Tidy" is a new and innovative project with a goal to achieve a reduction in school littering.

The aim of the project is to stimulate pupil behavioural change to reduce the extent of littering within the communities surrounding high schools.

Fife Council spends nearly £300,000 each year cleaning up high school litter, by reducing the cost of cleaning up after pupils, the Council will be able to deploy additional resources into other community areas.

Kirklees Neighbourhood Housing

Plant it, Grow it, Eat it

Plant it, Grow it, Eat it (PIGIEI) it is a joint initiative developed through a partnership between Public Health, Kirklees Neighbourhood Housing and Kirklees Environmental partnership and funded by the National Lottery. The project delivered growing activity and healthy eating to 8 communities in north Kirklees chosen due to high incidence of obesity and health inequality. We worked with schools, children's centres, churches and residents associations to develop successful community-led gardens, clubs and cook and eat sessions.

London Borough of Havering

Havering's Protected Areas

The Partnership Protected Areas (PPA) project is a multi-agency initiative which targets compact residential areas with enduringly high levels of burglary with the aim of empowering residents to reduce levels of crime whilst simultaneously minimising the fear of crime.

Mid & West Wales Fire & Rescue Service

Llanelli Community Fire Station

In 2013/14 Mid and West Wales Fire Authority recognised that just responding to emergencies will not reduce the risks for the community of Llanelli. Notwithstanding the financial challenges, the Authority introduced new crewing arrangements, releasing £400,000pa savings without impacting on emergency response times and availability. Some of these savings were put back into the community with the introduction of a community safety task force. In addition, a new community meeting facility was introduced at the local fire station.

South Lanarkshire Council

“Hard work yields rewards for all”

South Lanarkshire Council's Primary Schools Modernisation Programme provides the basis for top-level employment for the people of South Lanarkshire for generations to come.

Involving in-house design and construction teams, working alongside private partners, the programme is one of the first in Scotland to sign up to the National Skills Academy for Construction which integrates skills development with major construction projects to promote community benefit.

Stockton-On-Tees Borough Council

The Spirit of Stockton

Through creatively bringing communities together and providing unique opportunities for them to connect, interact and engage with their town and other people we are fostering pride, belonging and ownership in our major 'Rediscover Stockton' High Street transformation programme.

With an ambitious vision to evolve this fantastic area from just a retail and market space to a place full of community events and activities – giving life to the 'Spirit of Stockton'.

Best Information Technology & Communication Initiative

Cherwell District Council

Your Rubbish Guide to Christmas

Faced with the challenge of boosting recycling rates on a £250 budget, officers at Cherwell District Council utilised its Facebook presence to launch an innovative social media campaign to increase recycling levels and generate additional income. During a four-week campaign, Cherwell's promoted messages reached an audience of c.160,000, the year-on-year recycling rates increased by 11 per cent and 1,483 recycling bins were sold providing additional capacity for residents to recycle more ... signifying its most successful ever winter bin sale.

City of Edinburgh Council

Making rehabilitation smarter: using smart and mobile technologies in a community stroke rehabilitation service

The person centred smarter rehab initiative supports digital inclusion of disabled clients after a stroke. A new 'assistive technology occupational therapist' (ATOT) post was established by the City of Edinburgh Council in April 2013 to develop use of smart technology with clients of the community rehabilitation stroke service. The use of smart phones, ipads and their accessories, enables individuals to develop skills to improve independence and quality of life, and compensate for long-term impairment after a stroke.

Forest Heath District Council and St Edmundsbury Borough Council

Two Councils, One Network

It was clear from the outset when Forest Heath and St Edmundsbury first embarked on their shared services programme that ICT was going to be a key enabler if the councils were to achieve their ambitious efficiency savings while protecting frontline services. ICT were therefore the first service to become one team in February 2012 and rapidly set about transforming the Councils' infrastructure by aligning technologies and creating a single secure and resilient infrastructure to underpin the shared services agenda.

London Borough of Tower Hamlets

FIFILI (Find it, Fix it, Love It)

Find it, Fix it, Love it (FiFiLi), is Tower Hamlets Council's unique and exciting app that allows residents to report issues that need fixing and lets them share the aspects they love about the borough. Its quick and simple functionality allows everyone to use it easily and effortlessly for fast, straight through communication with the council. FiFiLi is your one stop shop for the Borough you love.

North Lanarkshire Council

Transformation Through Technology

Through the implementation of a new and unique cloud based ICT infrastructure, which utilises the latest asset, scheduling, job management and mobile technologies to deliver housing repairs to over 37,000 homes, North Lanarkshire Council (NLC) is leading the way in transforming how services can and should be delivered in today's modern, vibrant and digitally inclusive society.

Our staff and customers now benefit from a wholly modernised end to end service, which has freed people from their traditional office environments.

Peterborough City Council

Creating Peterborough's Digital Landscape

Peterborough City Council has a clear vision of becoming the most digitally advanced city in the country. Through a programme of work, the council is creating the infrastructure to support this vision whilst modernising the way that it delivers services to residents and ensuring that there is a support network in place for both businesses and residents. Peterborough City Council believes these three ingredients are essential in meeting its vision.

Southampton City Council

Bin It to Win It – Rewarding Residents who Recycle Right

In order to improve the quality and quantity of recycling collected, Southampton City Council used data on residents recycling behaviours to introduce a new recycling rewards scheme – Bin It to Win It - alongside a highly creative communications campaign and the introduction of a brand new recycling app.

The result has seen an improvement in the quality of recycling materials collected, meaning increased income from the sales of materials, as well as a contribution to a decrease in landfill tonnage and disposal costs.

Best Renewable Energy & Energy Efficiency Initiative

Durham County Council

Durham County Council's Carbon Management Programme

Durham's Carbon Management Programme is a whole authority approach focused on achieving long term reductions in carbon emissions. As well as delivering significant immediate savings for the authority, the programme aims to embed an ethos of energy awareness and carbon reduction at every level of the council and in the next generation via schools. By taking this approach the council is not only delivering more cost effective services now, but laying the foundations for much greater savings in the future.

Flintshire County Council

A systematic approach to improving home energy efficiency and tackling fuel poverty

Up to 20,000 households (1-in-3) in Flintshire are estimated to be in fuel poverty. Flintshire County Council has set up a systematic, self-financing and scalable delivery model which has so far delivered energy efficiency measures to 28% of properties in the county (17,315 homes). This is generating annual heating bill savings to tenants and residents of over £1.2million a year. It is also contributing to national climate change obligations through a reduction in carbon emissions of over 234,000 tonnes.

Northamptonshire County Council

Northamptonshire County Council Zero Cost energy Service

In these times of austerity councils are being forced to reduce and even cut the services they provide. Northamptonshire County Councils Energy and Carbon Management Team was created with the ethos of high action, low cost solutions to combat the ever increasing problems of climate change and the growing concerns of the cost and security of energy. To this end, we intend to be at the forefront of the UK Governments commitment to reduce greenhouse gases and to secure a green energy future.

Nottingham City Council

Energy efficiency and providing secure affordable energy to our residents and commercial sector drives us towards our main Sustainable Community Strategy.

Energy is one of Nottingham City Council's top five priorities in our council plan. Energy efficiency and providing secure affordable energy to our residents and commercial sector and leading by example on our own estate drives us towards our two Sustainable Community Strategy targets of 26% reduction of 2005 levels of CO2 by 2020, and 20% of our energy consumption generated from low and zero carbon sources. This submission focuses on work collaboratively delivered between our leisure facilities and energy management teams.

Peterborough City Council

Peterborough Energy Performance Contract

Peterborough City Council devised an EU-compliant energy efficiency framework for non-domestic properties allowing authorities, social landlords and educational establishments to take advantage of a fast, efficient and cost-effective procurement route to deliver energy and cost savings that:-

- Make better use of their assets
- Save costs and bridge funding gaps
- Free up cash to protect frontline services
- Meet their environmental carbon reduction commitments and reduce 'green tax' payments
- Improve comfort conditions for occupants
- Create revenue streams by supplying renewable 'green power'

Stafford Borough Council

Stafford Borough Council's Streetscene – Making Light Work!

To reduce the Council's carbon footprint as part of the Borough's commitment towards our climate change strategy and corporate policy through the installation of a solar photovoltaic array at Stafford Borough Council's primary operational depot at Riverway Nursery, Stafford.

Wakefield Council

"Fell to Sell" – Harvesting the Woodland Asset

Wakefield Council owns and maintains a woodland holding of over 700ha. This holding encompasses a wide diversity of woodland types in terms of individual site size, species mix, age structure and public pressure.

Many of these woodland sites are pocket woodlands and therefore have proved difficult to manage in the past. With the increased interest in wood fuel and associated increases in market prices, Wakefield has within its boundaries a significant untapped resource.

Best Service Team Construction & Building

Carmarthenshire County Council

Carmarthenshire County Council – delivering lasting legacies through construction investment

Wanting to extract maximum benefit from a £160million construction investment, Carmarthenshire County Council's Property Service team has driven a huge project to change perceptions of the local construction industry, as well as giving them a stable platform on which to grow; get the construction industry working as one for the benefit of Carmarthenshire; and train and create employment opportunities for local people. Pulling in two key partners, they have strengthened opportunities and successfully delivered a range of community benefit schemes.

Fife Council

The Team ethos in transforming Construction Maintenance Repairs in the Public Sector

We set up a team in Building Services to trail blaze a solution that was scalable to our corporate savings target of £20.8m and become the front runner in the introduction of mobile working. Through our efforts changes have been:

- Jobs within target increased
- Fuel reduction
- Trade Productivity significantly improved
- Enhanced Customer satisfaction
- Transition from workload focus to Customer focus
- Resources cost dramatically lowered
- Cultures and beliefs

After completion our project is seeing team benefits year on year returning £1.2m

Lisburn City Council

Lisburn Building Control Services, Connection, Creation and Innovation for excellent service delivery!

Lisburn Building Control (LBC) demonstrates service team excellence through dynamic leadership, effective partnership developments, people empowerment, quality model accreditation (EFQM, CSE and IIP), strong performance management and meaningful customer engagement.

A clear strategy and vision for success has been achieved by maintaining a Connection with customer needs, the resultant Creation of service improvements and the Innovation of our service delivery using intelligent business systems and processes to deliver value-adding outcomes and the creation of a sustainable future for our citizens

Oxford City Council

Stepping forward in challenging times- Fundamental Service Review.

Oxford City Council Direct Services made a decision to fundamentally review its building repairs operation at the start of the global recession, recognising that Government funding was going to be substantially cut which would cause a large reduction in funds available to Council's to operate front line services.

The fundamental service review (FSR) has reduced costs and improved productivity whilst sustaining a high level of performance and customer satisfaction. The capacity generated by the FSR has made it possible to generate income externally to support other Council services.

Peterborough City Council

Delivering Outstanding School Place Planning in challenging circumstances.

Peterborough is the most rapidly growing city in the UK. The School Infrastructure team has grappled to keep pace with the 2nd highest incidence of birth-rate and inward migration to make sure every child has access to a local school. Through careful planning, effective procurement and delivery of a £190m capital programme and working closely with schools and communities, these pressures have been successfully met, on budget and within timescale, and education outcomes continue to rise.

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 and beyond.

Stockport Homes

Stockport Homes Repair 1st Team

Stockport Homes’ innovative Repair 1st service delivers repairs and maintenance for the approximately 11,500 properties managed by Stockport Homes. Repair 1st consistently delivers an exemplary level of customer satisfaction.

Best Service Team Catering

Carmarthenshire County Council

Carmarthenshire Catering Management Team Driven by Excellence!

Carmarthenshire County Council Catering Team are forward thinking, use initiative, dynamism, and acceptable to change. Having a clear vision and always achieving targets, working by our motto;

“If you want to make a difference you must be prepared to change, because if you do what you have always done it will get you what you have always got”

Cordia Services LLP

Cordia (Services) LLP – Modernisation of school catering areas

Cordia provides catering in all schools across Glasgow. Following discussions with the council’s Education Services in 2011, Cordia began to roll out a modernisation of catering areas in secondary schools in the form of external huts and internal cafés.

These initiatives have been responsible for a 20 per cent increase on uptake across schools.

Furthermore, all key aims and targets of the initiative have been met, and plans are in place to extend this project into all secondary schools.

Gateshead Council

Talk of the Towers

Gateshead's Civic Catering Service has developed by listening to customers, responding to feedback and adapting and improving the service as a result.

Our innovative approach has led to the development of new food concepts such as pop-up restaurants and an afternoon tea service

In the last 12 months we have expanded the service by acquiring a new business at Saltwell Towers which includes a Tearoom, Wedding and function service.

North Ayrshire Council

Motivating a team at a time of budget pressures and delivering an excellent catering service through efficient operations and collaborative working with partners, stakeholders and the local community.

In 2013 North Ayrshire Council (NAC) introduced its leadership initiative – 'Good to Great'. The school catering team adopted that phrase to ensure all initiatives would be shown to not just be good, but also be great examples of team working. Providing support to the teams to identify change, take ownership of the project and see the success of this has inspired the teams throughout 2013.

Plymouth City Council

PCC Education Catering Service

PCC Education Catering Service is a forward thinking, award winning, proactive, ever changing service listening to the needs of our customers and delivering outstanding results.

Nationally recognised for our local sourcing and procurement of fresh seasonal ingredients we provide 1.5m meals a year to pupils in 67 primary, special and nursery schools and a number of primary and secondary academies.

Awarded the Soil Association's Gold Food for Life in 2012, producing over 86% of our meals from scratch.

Stoke-on-Trent City Council

A year in the life.....of City Catering

City Catering is the in-house catering provider for Stoke on Trent City Council. We have a successful relationship with 84 schools despite the significant funding changes in the last year. In response to the School Food Plan and in order to maximise contracts within the city and beyond, we looked to work with partners in an innovative way to:

- continually promote the service – raise the profile
- secure existing and new business
- create interest with all stakeholders

Best Service Team Building / Facilities Cleaning

Caerphilly County Borough Council

Best Service Team of the Year Building Facilities Management Cleaning Service

Building Cleaning Services (BCS) is Caerphilly CBC in-house service provider who deliver a wide range of services ensuring public buildings including schools, leisure centres, libraries, museums, public toilets, offices and other buildings are cleaned and well presented. Specialist cleaning including sheltered housing complexes, council house voids, computer / telephone cleaning, kitchen extractor fan and filter cleaning and specialist window / gutter cleaning. Last but not least BCS is responsible for Portable Appliance Testing (PAT) all of the Authority's electrical equipment.

East Ayrshire Council

EAC – Green & Clean

East Ayrshire Council is definitely Green & Clean with their new Bio Active Cleaning Regime. Proving that even if you are already 2nd top in your APSE group for cleaning M2 per FTE employee, you can still challenge the status quo.

The new cleaning regime has given the opportunity to save over £150,000 in staffing costs, over £12,000 in cleaning supplies, yet improving productivity, customer satisfaction, health & safety and high environmental standards using only 3 products all without chemicals!

Gateshead Council

25 Years of Cleaning Excellence

The Building Cleaning Service is Gateshead Council's professional cleaning service and are enjoying celebrating 25 years of cleaning excellence this year.

With a wide range of diverse customers our workforce carry out over 9000 hours of cleaning each week covering a geographical area of over 2100 square miles.

Our service is continually successful in meeting council objectives and its vision which has resulted in the service being nationally recognised, winning a number of highly prestigious awards.

Liverpool City Council

Provision of Consultative Management Solutions to Schools

Liverpool City Council's Building Cleaning Team provides management solutions and on-going operational support to schools that directly employ cleaning staff or use third party providers.

Using the expertise of our management and supervisory team, the service is able to provide a comprehensive range of support services aimed at tailoring Service Level Agreements to meet each school's particular needs.

Stockton-On-Tees Borough Council

Keeping it Clean!

The Building Cleaning team in Stockton have not only increased business this year with new contacts, (not just in our Borough but across the north east) but have been busy training and employing residents to clean buildings they live in and areas round about! This gives residents great motivation and pride and a qualification and great social skills in addition to being the eyes and ears within the buildings to report repairs and other problems for 'same day' response.

Best Service Team Highways, Winter Maintenance & Street Lighting

Caerphilly County Borough Council

Caerphilly Challenge

Local Highway Authority's Nationwide are faced with the daunting prospect of having to maintain an ever expanding Highway asset with an ever decreasing highways budget. The Council's highway network valued at £1.75 billion is its biggest corporate asset, both physically and financially. Therefore, the provision of a safe, sound and effective means of transport is fundamental to the Borough's economic stability, vitality and viability. That challenge has been met head on with the implementation of a robust HAMP, innovative reactive maintenance, investment in infrastructure and above all, a committed team. Our organisation is determined to deliver a first class service in the midst of an extremely difficult financial climate.

Denbighshire County Council

The All Wales & AGMA Highway Lighting Procurement Partnership

Dunbighshire along with other local authorities throughout Wales have a history of collaboration with each other, and with other public bodies and the private sector. This approach to joint working is a fundamental part of the 'making the connections' agenda being encouraged by the Welsh Government, which seeks to build a single public service for Wales, where service partners work together to pool resources, share expertise and crucially, present the public with a seamless level of service.

This project is an example of what can be achieved through an incremental approach towards collaboration. Fundamental to the project's success has been our ability to engage with authorities to harness the most talented and skilled people to deliver sustainable change which encourages the effective sharing of resources and the use of economies of scale.

Durham County Council

County Durham Street Lighting Energy Reduction Project

The County Durham Street Lighting Energy Reduction Project is part of the Council's wider Carbon Management Programme. As the Project continues onto year 2 of a 6 year delivery profile it continues to achieve energy reduction in respect of Public Realm electrical apparatus through a combination of Retrofit of apparatus with more energy efficient light sources, Removal of unnecessary apparatus, De-illumination of signs and use of Central Management Systems to facilitate dimming and remote monitoring.

North Ayrshire Council

Road Maintenance – Improving Service Delivery

Local Authorities are currently faced with delivering services within an environment of increasing fiscal austerity with the need to demonstrate value for money becoming increasingly important. North Ayrshire Council's Roads Service is committed to providing efficient and effective high quality services. Through a review of existing work practices; collaborative working; development and implementation of a new roads costing system and asset management planning; the team have improved service delivery and customer satisfaction while improving the condition of the road network.

Portsmouth City Council

Highways PFI Contract

Portsmouth City Council, the pathfinders of Highways PFI's, are now 10 years into their 25 year project. Using the new approach to maintenance of the council's assets has enabled Portsmouth's £500m contract to focus on what matters to the people of Portsmouth, Highways and Safety. As a result of upgrading the network during the first 5 years of the contract and the on-going life cycle replacement taking place since, the City of Portsmouth now has some of the best roads in the country.

Rhondda Cynon Taf County Borough Council

Service Team of the Year – Highways, Winter Maintenance & Street Lighting Service

The Highways, Winter Maintenance & Street Lighting Service have, over the last 3 years delivered a highway improvement project to a value of almost £30M involving carriageway, footway, street lighting, drainage, safety barrier and bridge maintenance and renewal schemes. This works program represents almost a 1000% increase on historic budgets and has been delivered alongside the day to day workload of all of the sections involved.

Best Service Team Transport & Fleet

Durham County Council

Fleet and Transport Review

Durham County Council's Fleet and Transport Service has responsibility on behalf of all service groupings for the procurement, maintenance and disposal of all vehicles and plant operated by the Council.

Although the service had already made reductions in depots, staffing and vehicle fleet and was recognised as being efficient with cost comparisons among the best in the public sector, a further service review was carried out generating revenue savings of £3,490,973 plus a capital avoidance saving of £1.7 million.

East Renfrewshire Council

Internal Service Team of the Year: Transport & Fleet Service

At East Renfrewshire Council the Transport Manager has combined the essentials of operating an in-house fleet maintenance workshop while gaining benefits of working with the private sector. Vehicle maintenance costs, repair time, fuel costs and emissions have substantially been reduced. Outstanding service, best value and a strong understanding between the Transport Service and other departments have been the result.

These results have been recognised with nine straight APSE benchmarking finalist and 3 best performer awards

East Riding of Yorkshire Council

East Riding Fleet Services

ERYC has developed a centralised approach to vehicle management. Through greater standardisation across the fleet, significant savings have been achieved with improved service for customers.

Specific outcomes include:

More effective utilisation of vehicles

Reduced fleet size

Reduced vehicle downtime

Increased service productivity

Swift evidence of statutory compliance

Shared benefits with community partners

Innovative application of technology is transforming our Fleet Services to a leading national performer of a safe, compliant and efficient Fleet Operation.

Larne Borough Council

Best service team of the year:- Transport & Fleet service

Larne Borough Council has made major improvements in the efficiency, quality and environmental performance of its fleet during 2012/13. It has achieved this through investment in technology, training and maintenance. The reduction in fuel use alone during this period has reduced Council's carbon footprint by 100 tonnes of CO₂.

Council is looking forward to the challenge of greater achievements in this area. Investment in training and new technologies will ensure Council maintains the momentum to demonstrate excellence in fleet management.

North Ayrshire Council

Internal Service Team of the Year – Transport & Fleet Service

North Ayrshire Council has implemented new tools and tactics within the Transport and Fleet service to reduce cost whilst enhancing vehicle maintenance levels. The resulting changes are a much more sustainable operation and achieved efficiencies in staff time, overtime costs, real time fleet management information and a reduction in the number of administrative processes. To achieve this, processes were mapped and more effective planning was undertaken to improve the service for customers whilst achieving annual revenue saving of £415,000

Nottingham City Council

Commercially Transforming the Passenger Transport Service at Nottingham City Council

Nottingham City Council has embarked upon a significant transformation of its internal passenger transport service into a competitive, commercially minded service able to compete in the market place, improving the quality of the passenger transport offer to vulnerable citizens whilst delivering value for money. The success of this transformation relied upon creating a flexible workforce and fleet to meet demand, supported by back office and support functions which harnessed current technologies.

Oxford City Council

Motor Transport team improvements

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

Rhondda Cynon Taf County Borough Council

Successful Transportation Project Delivery in Rhondda Cynon Taf

The Highways, Transport and Strategic Projects service area of Rhondda Cynon Taf CBC has secured significant levels of external funding in recent years for transport infrastructure schemes, and for the development of future capital schemes, designed to provide sustainable alternatives to the private car.

The service area plays a significant role in the forward planning of transport infrastructure, which supports economic, environmental and social development within the County Borough, and is favourable to inward investment and regeneration.

Best Service Team Waste Management & Recycling

Belfast City Council

Belfast Towards Zero Waste

Before the publication of "Towards Zero Waste" Action Plan (ZWAP), in 2011, Belfast's recycling rate was 32% when the city sent 80,000 tonnes to landfill (approximately twice as the weight of the Titanic).

By implementing the ZWAP, Belfast has increased its recycling rate by a factor of 10 in a decade, from 4% in 2003 to a current rate of almost 40%. The plan outlines what's required to achieve 50% by 2015 and the improvements for better waste management delivery.

Bolton Council

Managed Weekly Waste Collections Implementation Team

The introduction of managed weekly collections to the borough of Bolton was a major change for residents and involved a large range of services across the Council working together to ensure a smooth implementation. The success of the project can be attributed, in a large part, to the superb team working of all the staff involved from the frontline operational staff to the back office admin and finance teams, the recycling officers, enforcement team, contact centre staff and marketing officers.

City & County of Swansea

Corporate Building & Property Services - Waste Management & Recycling Service

Swansea Council's Corporate Building & Property Services (CB&PS) previously (CBS) launched its Waste and Sustainability agenda in 2007 to address the construction waste it produces.

The changes implemented have led to significant improvements, including reductions of £1.1m in costs, 54% in waste produced with 84% of the remaining waste being recycled and reductions of CO² emissions from waste by 1189 tonnes since 2007.

CB&PS achieved the Green Dragon Level 5 in 2010 and have continued to maintain this to date.

East Riding of Yorkshire Council

Local Authority Team of the Year – Waste Management and Recycling Service.

East Riding Of Yorkshire Council made the decision to change to fortnightly collections of the blue recycling and the green residual bin in December 2012. The roll out of the new service took 9 months to carry out. To date this service change is a great success, from a service point of view and for our customers, who have seen and made a substantial reduction in the amount of waste in the green bin and waste sent to landfill.

Inverclyde Council

Internal Service Team of the Year

Inverclyde Council's Waste Strategy team has succeeded in achieving high levels of recycling, improving our performance by 12% over the last 2 years, the highest increase of any Scottish Local Authority. This has been delivered consistently at a lower cost than any other Scottish Local Authority against a backdrop of increasing prices and at a time of budget constraints. We have delivered this through our drive for continuous improvement, by responding to customer demand and implementing new innovative services.

Monmouthshire County Council

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

In 2013-14 Monmouthshire County Council's Recycling Team oversaw a service transformation resulting in an amazing 63% recycling and composting rate being achieved.

Within 4 months the team introduced a chargeable garden waste service and issued the tightest restriction on residual rubbish to their residents.

These changes also helped deliver over £300,000 of savings. The change was delivered through effective leadership at a political and officer level, strong project management and excellent teamwork.

Southampton City Council

Southampton City Council Waste and Recycling team - Meeting the Garden Waste Challenge

In order to make significant financial savings, in April 2013, Southampton City Council moved from providing a free garden waste collection service to a chargeable service.

The new service has been implemented remarkably quickly and smoothly with increased resident satisfaction due to:

- Strong leadership and a true one team approach
- Involving crews in shaping the service
- Taking into account the views of customers to improve the user experience
- Innovative use of technology
- Strong, creative communications

Stockton-On-Tees Borough Council

Smarter Routes for Smarter Stockton

'You'd better shape up' - this famous line has seen Stockton's refuse and recycling crews embraced change and innovation whilst meeting the challenges of funding reductions. Not the type of authority that waits for change to just happen, Stockton has developed and delivered the new 'Smarter Routes' strategy which has revolutionised this area of service. Introducing multi-compartment vehicles has dramatically reduced costs, carbon emissions, and fuel use whilst continuing to offer the renowned 'Rolls Royce' collection services to our residents.

Warwickshire County Council

Warwickshire County Council's Waste Management Group

Warwickshire County Council's Waste Management Group has become a byword for innovation and excellence. As well as gaining recognition in its service sector, the group's ground-breaking projects and programmes have been recognised in other disciplines such as procurement and community development. Since 2012, the group's work has been honoured in no fewer than 22 award schemes - including the Prime Minister's Big Society Awards. Meanwhile group members have disseminated best practice as far afield as Scandinavia and West Africa.

Best Service Team Street Cleansing & Streetscene

Dudley Metropolitan Borough Council

Food for Thought

To summarise the Local Authority Regeneration Project Team had to reduce the Street Cleansing markets waste provision building by a third in size to fit their plans. What happened to reach that goal actually meant Market Traders Street cleansing and a Voluntary Animal sanctuary all coming together and what came out of that had many different values for them all.

East Renfrewshire Council

Joint Endeavour- a community focused approach to environmental improvement

Public perception of street cleanliness in East Renfrewshire and poor performance data related to the street-cleaning service was a major concern to the Council whose vision is to create 'a thriving, attractive and sustainable place for residents and businesses to grow' (Single Outcome Agreement-SOA). Using a combination of technology, partnership working and community engagement, the Street Cleaning team has turned this around and early results show that service outputs are improved and service requests and complaints reduced by 47%.

North Ayrshire Council

Delivering an excellent Streetscene Service through efficient operations and engaging the community.

Environment and Related Services (EARS) within North Ayrshire Council have delivered £1.68m of savings during the last three years. However, maintaining a clean environment is a Council priority to attract tourists and grow the local economy. An increase in the cleanliness of the area was achieved through making operations more efficient, building community capacity, educating and engaging young people and working with voluntary and public partners to achieve better outcomes for communities.

Nottingham City Council

Achieve the Neighbourhoods as clean as the City Centre manifesto pledge and drive the service from Good to Great!

Nottingham has ambitions to move from good to great. To achieve this, we need to deliver the things that really matter to citizens and make our city is clean, green and safe.

Despite severe budget pressures, we have delivered the key manifesto commitment of "neighbourhoods as clean as the city centre". With the citizen at the heart of everything we do, our approach tackles cleanliness through innovative service delivery and education to make sure each of Nottingham's neighbourhoods is clean, safe and thriving.

Oxford City Council

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

Oxford City Council Streetscene has seen essential operational improvements and budgetary control highlighted in a service review have resulted in improved cleanliness levels, service delivery and provision. Now standard, these key elements provide a solid foundation allowing a quality led progression and improvement drive. This year's achievements are growth, value for money, capital investment, accreditation, training, partnership working, training, green issues, performance monitoring and providing a World Class service to deliver a World Class Cleaner Greener City!

Rhondda Cynon Taf County Borough Council

Service Team of the Year – Street Cleansing and Streetscene Service

A cleaner and greener environment is one of RCT Council's main priorities, the key for us has been to educate and raise awareness to residents of the blight that litter brings to the area they live and to encourage them to take pride in their communities.

In 2013-14 the budget for Cleansing was cut by £450k, the service were keen to maintain its high cleansing standards with less resources to ensure it kept up with high expectations of the service.

Best Service Team Parks, Grounds & Horticulture

Aberdeen City Council

Aberdeen City Council, Environmental Services, Grounds Maintenance

Aberdeen City Council's Grounds Maintenance team has undergone significant transformational change in recent years. This has led to the service becoming more efficient, effective and competitive.

Through a number of different initiatives, implemented and planned, the service has been able to deliver efficiencies, improve service performance and preserve quality. The service has continued to deliver a balanced budget and provide best value. This has all been achieved during a period of spending constraints and budget reductions.

Douglas Borough Council

Douglas Borough Council, Isle of Man – Sustainable Peat Free Plant Production Initiative

Douglas is the capital and heart of the Isle of Man, with Douglas Borough Council being the largest local authority on the Island. The Council's Parks Nursery at Ballaughton, grows around 450,000 bedding plants every year and produces 650 floral displays for the capital. Producing this volume of plants on an Island can be challenging, particularly obtaining sustainable growing compost, however the Council came up with a solution to produce its own from recycled green waste. This sustainable process is completely peat free and generates from around 170 tons of Parks green waste, providing between 60-80 tons of recycled compost for new plants every year. The foresight by the Council to invest in setting up this process during 2006, is now bearing fruit particularly with the announcement during 2012 of the withdrawal of the Governments £5.7 million annual waste disposal subsidy from 2013, for local authorities and private businesses which will be phased out over the next six years. To date it is win win for Douglas Borough Council, producing high quality compost and plants with no material cost and reducing the waste disposal costs to the taxpayer.

London Borough of Havering

Havering Council's parks & open spaces

As one of London's greenest boroughs, Havering Council's parks & open spaces service is responsible for the significant task of looking after 108 parks & open spaces that cover almost half the borough. While managing significant budget cuts, it hasn't just maintained, but excelled in providing an enhanced service as well as a healthier environment through a range of creative and innovative means. This has resulted in almost 90 per cent of residents saying they're happy with their parks.

Nottingham City Council

Creative partnerships offset budget cuts, create top-class facilities and boost job prospects.

Imaginative partnerships and entrepreneurial opportunities have been developed to sustain revenue generation and attract opportunities for capital investment, apprenticeships, training and volunteering, whilst creating worldclass facilities and offsetting budget cuts. The team brings in 50% of the cost of the service and generates almost £10 external capital funding for every £1 of Council funds, with £24.5million investment over seven years and plans for £8million in the year ahead. Resident satisfaction is at a record 87%.

Oxford City Council

A Cleaner Greener Grounds Maintenance Team delivering a World Class Cleaner Greener City.

Oxford City Council Grounds Maintenance has seen essential operational improvements, mind-set change and budgetary control highlighted as drivers for change have resulted in improved horticultural standards, service delivery and provision. Now standard, these key elements provide a solid foundation allowing a quality led progression and improvement drive. This year's achievements are our customer base growth, value for money, accreditation, partnership working, training and providing a World Class service to deliver a World class, Cleaner Greener City!

Stockton-On-Tees Borough Council

Clean, Preen and Sustainably Green!

The residents of Stockton have been blessed with remarkable floral displays right across the borough for over 10 years.

Since 2004, we have won Northumbria in Bloom Gold every year, struck Gold in the National Britain in Bloom Award 4 times, and went on to European and International success, winning Entente Florale Gold in 2010 and Communities in Bloom in 2009.

The challenge that we now have is to deliver high standards set against a backdrop of dwindling resources.

Waltham Forest Council

Parks & Play team 2013

Waltham Forest Parks & Play team delivered 28 parks and play areas boroughwide for £1.9million in less than 10months as part of the £170million Project-13 investment Programme.

The team had one fulltime parks manager, with further two project managers lending capacity from their already full schedules. They procured design-and-build contracts, undertook 16 stakeholder engagement drop-in events, increased Friends-of-Parks groups by two, installed 28 bespoke, high-quality schemes, and organised 25 launch events and fundays with the community to celebrate the transformations.

Best Service Team Sports, Leisure & Culture

Derry City Council

Derry City Council Community Relations Team

Derry City Council's Community Relations team has grown over a decade from 1 officer managing a £60,000 budget to 3 officers, 1 part-time administrator and 2 placements managing £500,000 annually. Their vision is 'Making a meaningful difference locally to attitudes and actions, policies and places in a society in transition from conflict to lasting peace.' Their track record excels in creatively tackling some of the most contentious issues in peace, reconciliation and building a united community in Derry~Londonderry, Northern Ireland.

Midlothian Council

Midlothian Science Festival

Midlothian Science Festival is an ambitious and successful partnership which promotes an understanding of the world in which we live through science. In one year the festival has grown from 30 events over one week with 1000 participants in 2012, to 88 events over two weeks with 6000 participants in 2013. The festival demonstrates Midlothian's contribution and importance to science and technology at a global level and promotes Midlothian as a place of which the local community can be proud.

Nottingham City Council

A highly motivated and professional service, delivering high quality physical activity and sporting outcomes, through strong partnership working, commercially focused operations and transformational investment of £50million.

This motivated and inspired sport and leisure team provides excellent front line service to the citizens of Nottingham and local communities and continues to develop with innovative new programmes across fitness, health and leisure. The team is on track to hosting some of the biggest sporting events in the UK whilst working in partnership with local and national organisations. The service also looks forward to launching their state-of-the-art leisure facility in the summer of 2015.

Oxford City Council

Oxford's Youth Ambition programme – Reaching for the Stars

Oxford City Council's award winning Sport and Leisure team have developed a nationally recognised, innovative and inspirational youth engagement programme based on clear need and demand. Young people are integral to each process and through 'youth voice' are at the heart of the decision-making and continuous improvement of the Youth Ambition activity programme. A cross-council, multipartner approach is in place with senior management buy-in. Exceptional impacts are being evidenced with demonstrated pathways and clear social benefits including return on investment.

Rotherham Metropolitan Borough Council

Sports Development

Rotherham's Sports Development team punches well above its weight, increasing numbers of physically active people and thereby the boroughs score in Sport England's Active People Survey. It has an impressive track record, securing external revenue and capital funding for projects, exceeding the cost of the service (over 150%) demonstrating exceptional value for money. Against a challenging financial backdrop it has improved performance, supporting local organisations

achieve their objectives. Quest awarded 'excellent accreditation for sports development in partnership with its partner.

Sheffield City Council

Activity Sheffield – Delivering Excellence

Activity Sheffield is the leisure, culture and environmental service of Sheffield City Council (SCC) and as part SCC's vision, we aim to support Sheffield in becoming the most green, active and creative city in the UK. Our ethos is 'Something for Everyone' and we deliver a diverse and wide reaching programme of activities across Sheffield. We are an inclusive service and provide activities that are delivered to a wide audience in terms of age, demographic, disability and socio-economic status.

Stockton-On-Tees Borough Council

Funky-Feet

Funky-Feet (FF) is a great example of how a public sector ethos and a great idea can achieve great things for young people and generate self-funding service growth. FF is a programme for 2-4 year old children developing fundamental movement and social skills whilst focusing on attaining Fun, Learning and Achievement for all. Supporting public health outcomes by developing positive physical activity habits in young children and families, FF deliverers provide a positive environment where young people can flourish.

Telford & Wrekin Council

Ensuring Future Service Provision

Leisure services are ideally placed to deliver savings and service improvement through growth and investment as an alternative to the downward spiral of cuts.

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

Overall council of the year 2014

Finalists

Carmarthenshire County Council

City of Edinburgh Council

Fife Council

London Borough of Havering

North Ayrshire Council

Nottingham City Council

Oxford City Council

Peterborough City Council

South Lanarkshire Council

Stockton on Tees Borough Council

Service award sponsors



APSE

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

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

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

Tel: 0161 772 1810

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Email: enquiries@apse.org.uk

Web: www.apse.org.uk



AMEY

Amey is proud to employ the people behind the services you use each day - whether it is the roads, the railways, schools, waste disposal, airports or the energy and water you use in your home. In fact almost everybody in the UK will benefit from at least one of our services today.

Today, Amey is one of the largest and most diverse companies working for the public and regulated sectors in the UK, with the ultimate aim of creating better places for people to live, work and travel. We also have ambitious plans to grow and we have the support of our global parent company Ferrovial, who offer us the financial stability and long term security to

ensure we can continue to invest in the things that matter to us and our customers.

We build long-lasting relationships with our customers, listening to them and working alongside them from start to finish, to deliver tailored solutions which not only meet their needs but also support their local communities. Our consulting and asset management expertise underpins all our services, meaning we have the ability to design services and then deliver them.



Arran Outdoor Education Centre

Arran Outdoor Education Centre is a superb all-round island adventure facility situated in North Ayrshire on the beautiful west coast of Scotland.

The £4.5m centre, which is operated by the local authority, has become the perfect base for schools, families and groups – in fact anyone who has a love of the great outdoors – since it was built in 2008.

North Ayrshire Council has recently launched an ambitious marketing plan for the purpose-built unit that can sleep up to 46 people. The aim is to reach out to a wider audience and take advantage of the tremendous growth in activity holidays around the UK.

Further potential has also been identified with the imminent introduction of lower ferry fares to Arran as part of a Scottish Government initiative to boost trade on the islands.

Arran itself is also taking off as a great place to visit for a short break or an extended holiday.

It is the seventh largest island in Scotland and the largest island in the Firth of Clyde.

Affectionately known as 'Scotland in miniature', this vibrant island is considered by many to possess the great qualities of Scotland in one handy-size package.

Many visitors make a regular pilgrimage to Arran because it is just an hour away from the mainland and the short ferry trip is one of the highlights of the excursion.

Arran regularly astounds visitors with an incredible variety of scenery. Explore mountains, woodlands, beaches and outlying islands which offer many outdoor activity options and heritage sites.

The Arran Outdoor Education Centre is already popular among schools and youth organisations because of its high status among other outdoor facilities across the country.

A growing number of adults are choosing to stay there because of the range of courses and equipment

on offer.

Those who take part in activities like kayaking, sailing, hillwalking, mountain biking, climbing, gorge walking and abseiling will be right at home at the centre which lies just four miles from the ferry terminal.

Situated in a picturesque corner of Lamlash, opposite Holy Isle, the complex has two lounges, a dining room and a conservatory complementing its assortment of en-suite bedrooms.

Conference facilities and a classroom are also available to bigger groups and business parties.

Simple family fun breaks, tailored group packages and daily activities can be organised to suit everyone's needs.

All specialised equipment and instruction can be included – along with transport to and from the ferry, if required.

The centre is fully accessible to clients with additional support needs.

Arran Outdoor Centre is the place to escape to when you want a break but are not quite ready to put your feet up.



ASC Renewables

ASC Renewables is a turnkey developer of renewable energy generation projects, specialising in Onshore Wind and Solar PV projects.

ASC Renewables is currently working with a number of Councils and local communities around the UK to put unused land assets to work in order to generate significant new sources of revenue for the Council. A Council owned renewable energy project can unlock new sources of income, protect front-line services and reduce fuel poverty in the local area.

Our experts are helping Local Authorities and communities both identify and develop successful Wind, Solar PV and other sustainable energy projects. Our team is currently working with a number of Councils around the UK to provide support and guidance at every stage in delivering successful renewable energy projects, including:

- Conducting a detailed feasibility assessment of the total Council land holding and surrounding region to identify development sites
- Providing business case support and audit grade financial modelling alongside raising project finance if required
- Provide support and guidance throughout the planning application process

- Manage each stage of the construction and delivery process to ensure projects are delivered on time and to budget

- Oversee the lifetime operation and maintenance of a project and ensure successful decommissioning at the end of a project life time

Councils around the UK are working with ASC Renewables to develop civic Wind and Solar PV energy projects to ensure that 100% of the benefits of developing a renewable energy project are retained by the local community.

ASC Renewables is dedicated to working with Local Authorities to identify and develop ethical and mutually beneficial renewable energy projects. To find out more information about how ASC Renewables is currently supporting UK Councils and to review similar case studies please contact Tom Griffin, Director;

Tom.griffin@asc renewables.com or 0845 319 3727



Big Belly Solar

BigBelly Smartbins are distributed by Kyron in the UK and Ireland. This Solar Compactor Bin uses a built-in Solar Panel to power an internal compactor allowing the unit to hold up to 8 times more waste than a standard street bin. With numerous prestigious awards under its belt including the SmartCities Global Expo award, the Going Green Award and a Global Best Practice Award from the Clinton Climate Initiative, the BigBelly Smartbin is providing councils, universities, institutions, schools, sports grounds and shopping centres a visible and efficient way to reduce costs and waste collections, while increasing the quality of life.

Due to its ability to hold up to eight times more waste than a standard bin, the BigBelly SmartBin can lead to up to 70% reduction in costs and a staggering 86% reduction in collections thus helping reduce CO2 and minimising traffic disruption. The enclosed nature of the bin reduces litter-picking, and keeps vermin and birds firmly way from rubbish, creating a noticeably cleaner public space for all to enjoy. Recycling is actively encouraged with dual stream kiosks and standalone recycle-only units.

BigBelly has witnessed many benefits from working with cities throughout the world, the biggest being the increased quality of life as a direct result of cleaner public spaces, less street clutter and reduced CO2 emissions through reduced truck times. A reduction in staff collection time and frequency of collections has led to significant cost reductions, resulting in the BigBelly SmartBin becoming a critical tool in cost management and sustainability programmes.



CRB Solutions

impact is an integrated cashless payment system offering local authorities, catering partners and schools a more cost efficient and streamlined meal provision service.

Used in over 2,300 primary and secondary schools UK wide, *impact* is the first choice in cashless payment systems.

impact cashless payment system is a truly flexible hardware and software system, for education and business dining services. Easy to use, *impact* helps to increase uptake of meals, reduce wastage and provide meaningful management, marketing and trend information.

impact hardware and software is tailored to meet individual customer requirements and meal operations. Hardware options include revaluation units, fixed and mobile EPOS units, interactive touch technology, vending interfaces, self-service pre-order kiosks and Self-Scan checkout.

Multiple methods of cash collection, including on-line payments via *iPayimpact* provide parents and students maximum choice.

Data management is streamlined through direct interfaces with complementary systems including school MIS; reward schemes; nutritional analysis; financial and reporting software solutions.

Comprehensive financial and marketing information both at local level and centrally across multiple sites gives *impact* the unique position of being able to offer the very best, tried and tested, solution for contemporary cashless catering and payment services.

Whatever your meal service operation, *impact* has the hardware and software to increase your income.

- Universal Free School Meal Reporting
- Online Payments
- Interactive Classroom Pre Ordering
- Online Meal Pre Ordering
- EPOS Cash Cafeteria
- Self-Service Pre Order Kiosks
- Self-Scan EPOS Checkouts
- Revaluation units/Cash Loaders
- Rewards schemes
- Nutritional analysis
- Central Reporting
- Central Menu control

For further information contact:

Trish Moore

T: 0131 440 6100

E: trish@crbsolutions.co.uk

W: www.impactcashless.co.uk

DWF

DWF is a legal business with over 2,500 people across the UK and with a comprehensive breadth of experience of working for public sector organisations and also on energy and renewables projects.

Our team of local government specialists have acted for over 250 local authorities in the UK, as well as central government departments, education and healthcare providers and their clients. Our expertise includes areas such as banking, commercial contracts, competition law, construction, debt recovery and employment advice, funding applications and projects, health and safety, insolvency, insurance claims and counter fraud services, joint ventures, collaborations and partnerships, judicial reviews, litigation, mergers & acquisitions, major regeneration projects, mutuals, PFI projects, pensions, public procurement, real estate, regulatory and compliance issues, social housing, state aid, crisis response, strategic planning advice, and vires and governance.

Our renewable energy team of more than 50 legal experts also works with many local authorities and we have recently launched Renewables Task Force to make the full range of this expertise easily accessible to our clients

Renewable energy is changing rapidly from funding and legislation through to technology and supply chain. With this change comes new legal requirements and exposure to risk, so it is vital that you receive the best advice.

DWF's Renewables Task Force can assist with legal matters from feasibility to the disposal of a completed project: procurement, financing, commissioning, consenting, generation, transmission, distribution, storage and supply of energy from renewable sources, such as:

- Wind
- Solar PV/Solar thermal
- Hydropower
- Renewable heat, including biomass
- Waste disposal and recycling
- Combined heat and power plants
- Energy from waste
- Anaerobic digestion

Contact details:

Catherine Haslam, Partner

+44 (0)161 838 0458

catherine.haslam@dwf.co.uk



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Helping Hand Environmental
Telephone: +44 01531 635678
Email: sales@helpinghand.co.uk
Website: <http://www.hhenvironmental.co.uk>
Twitter @Litterpickers

The Helping Hand Company

Helping Hand Environmental (a division of The Helping Hand Company) have been manufacturing Litter Clearance Tools and supporting UK local authorities in improving Litter Management since 1965.

Helping Hand Environmental understands local authorities are faced with a host of cleansing challenges including:

Value for money

- Communications, information and engaging residents
- Cost effective delivery of work
- Credibility of tools used
- Lack of funding/budget restrictions

Helping Hand Environmental can help you meet these challenges by providing:

- The right tool for the right type of litter
- The right tool for the right environment/application
- Free marketing/engagement support for local clean up activity
- Training for staff on tool application and environmental hazards
- Personalisation/own branding
- UK quality assured British manufacturing

R&D driven - our range of litter clearance tools deliver intelligent, comfortable & long lasting smarter solutions - providing you with professional tools and targeted application for improved litter management.

Helping Hand Environmental prides ourselves, for not only being a Quality Assured British Manufacturer but we care passionately for making our world cleaner, greener and more sustainable. As a business community campaigns and environmental education are something we are award winning in our field for.

We are delighted to be selected as official 'Environmental Partner of Choice' to Clean Up Britain, Cleanup UK, Keep Britain Tidy, Keep Wales Tidy, Keep Scotland Beautiful and Marine Conservation Society for 2014/2015 and have developed a host of bespoke products including our Welsh and Scottish Litterpicker!

Make sure you visit HH Environmental Stand (Number 13) to preview our NEW Professional Range and take advantage of your APSE Member's Discount and FREE HH Environmental goody bag.

Also why not take part in our Litterpicking Competition 'How Quick Can You Pick' for your chance



IQSS

IQ Software Systems have worked with APSE and it's members to develop the hugely successful Performance Networks model.

IQSS can help local authority front line services to collect, analyse and cross reference critical customer data to help focus resources and build effective Service Improvement Plans as well as comply with Government inspection regimes. The IQSS model can also facilitate comparison of customer satisfaction levels across different Councils and over a period of time to demonstrate the effectiveness of service improvement programmes.

For more information about IQ Software Systems please e-mail enquiries@iqss.co.uk



LED Planet

LED lighting now offers the equivalent or better quality light for most homes and offices, yet saves up to 90% of the electricity required compared with traditional lights.

LED Planet is a British company offering the highest quality branded products (backed by long term warranties) to Local Authorities for their use in Council buildings, schools and residential homes.

We are part of the ASC Renewables Group which specialises in helping Local Authorities both generate new sources of revenue from renewable energy, whilst reducing energy requirements through energy efficient products and sustainability measures.

Public Sector Offering:

LED Planet offers Local Authorities a unique, fully financed package designed to convert public buildings to high quality, low energy & low cost LED lighting. We manage and deliver every stage in the process, including:

- Initial investment grade audit (free);
- Recommending and supplying LED lights;

- Installation and commissioning;
- Insurance backed warranty;
- No upfront costs;
- 10 year product lifetime.

This Total Solution has been specifically designed for Local Authorities to help reap the benefits of LED, without the initial capital outlay. Should a Public Sector partner wish to have lights supplied direct however, LED Planet can also provide this option at highly competitive prices.

Retail Offering:

Through our online platform www.ledplanet.co.uk, high quality, branded LED lighting is also delivered directly to the residential market. Our website focuses mainly on retrofit LED products, seeking to directly replace the more traditional forms of lighting.

Our aim is to provide absolute best value to our customers by combining quality and service with affordability. Every one of our retail products is sold under a protected and market leading 7 year guarantee, and payback is typically achieved within the first 12 months of purchase.

Please contact Richard Budzynski to discuss how you could benefit from LED Lighting:

T: 0800 270 7241

E: rich@ledplanet.co.uk



Symology

Symology is the UK's leading provider of integrated Infrastructure Asset Management, Works Management and Street Works Management solutions.

Symology's software and professional services are designed to meet the needs of Local and Central Government, Utilities, Construction and Engineering organisations. Symology's clients include some of the largest UK Highway Authorities, and many of the foremost Utility companies throughout the UK.

With unparalleled expertise and offices throughout the UK, Symology's best-in-class product lines empower thousands of users to plan, coordinate, manage, protect, operate and sustain highly efficient highway networks and associated assets, and provide an enduring platform for customer success.

T 0114 220 2263
 E sales@symology.co.uk
 W <http://www.symology.co.uk>



Toltec

Toltec are an award winning, leading edge, technical consultancy business based in Didsbury Manchester. Since 1999 they have been providing businesses across all industries with enterprise level, best practice IT solutions.

They began by implementing infrastructure solutions in preparation for ERP systems, most notably Microsoft Navision with which they now have great experience. Today, Toltec are a thriving business with various partnerships and accreditations (to name a few; Microsoft, Citrix, Cisco, VMWare and HP). Over the years they have broadened their service offerings to cover a vast range of both on-premise and cloud services.

Some of Toltec's cloud services include, Bespoke Cloud Desktop Solutions, Business Continuity and Offsite Disaster Recovery. They will provide advice where required, or help you to implement your own bespoke cloud system. Utilising their two dedicated datacentre facilities, they can offer disaster recovery services enabling them to provide a high level of protection for your business.

As well as cloud services, Toltec are able to implement, support and offer consultation on all aspects of on-premise systems and business solutions such as IT Infrastructure services (both physical and virtual), Networking, Storage Area Networks (SAN's), and of course, IT support. As well as providing 'one stop shop' service, they will also happily work alongside existing IT departments and vendors to provide additional support if required.

All of the above services are supported by Toltec's dedicated helpdesk who are always on hand to resolve any issues as they arise.

For further information on Toltec's service offerings or to discuss any requirements you may have, please contact their Principal Consultant, Andrew Goodwin (andy@toltec.eu) on 0345 257 4447.

www.toltec.eu



Unison

UNISON is Britain and Europe's biggest public sector union with more than 1.3 million members. Our members are people working in the public services, for private contractors providing public services and in essential utilities. They include frontline staff and managers working full or part time in local authorities, the NHS, the police service, colleges and schools, energy industries, transport and the voluntary sector.

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

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

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

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

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



Vision Techniques

Celebrating twenty-five years of vehicle safety innovation, Vision Techniques are award-winning suppliers of vehicle cameras, radars, recording and detection systems, and are proud to attend the APSE annual seminar with a preview of our latest product; VT Ident.

VT Ident is an RFID control system that can allow or restrict access to any electrical or hydraulic element of the vehicle, including ignition, braking or access to rear-based machinery. Ident has been engineered in-house, making our control system tailorable for any vehicle and for use within any industry.

Our control system uses authorised tags which can restrict workers from accessing specific operations, reducing the risk of unauthorised use of dangerous equipment on a vehicle, as well as lowering the risk of vehicle theft.

We'll also be demonstrating our flagship recording system; VT Live. The system includes the ability to watch live streaming footage from multiple vehicles from any location, using integrated Wi-Fi technology. Using our state-of-the-art software users can download and review 'tagged' events, track vehicles via GPS and search for incidents by time, date or even location.

Our cyclist detection system, VT TurnSafe will also be at this year's annual seminar, which includes a range of products specifically targeted at improving driver and

cyclist safety.

The range includes a high intensity speaker and led alarm system, which warns the cyclist of a vehicles presence and of their manoeuvre. Our proximity sensors detect cyclists approaching the vehicle and we offer a blind spot 'micro-camera' that installs to the wing of the door to cover a vehicles' blind spot area.

Importantly, TurnSafe only activates on vehicle indication, lowering the chance of repetitive false warnings.

TurnSafe helps prevent accidents, enhancing visibility and is simple to install and cost-effective, starting from less than £200.

For More Information:

Call us on: 01254 679717

www.visiontechniques.com

info@vision-techniques.com



Walker Morris

Walker Morris is a full service commercial law firm with a long history of serving the local government sector throughout the UK and works closely with APSE. Its public sector team's substantial in-house local government experience and deep understanding of the legal, commercial and practical issues affecting local government offer clients unrivalled support and helps deliver successful outcomes.

The team has provided legal advice to local authorities and other public sector clients in areas including the efficiency agenda, localism, service delivery models, charging and trading, procurement, funding housing and housing retrofit, asset management, waste management, leisure and culture, charities, energy efficiency and renewables.

The team is recognised in the leading independent directories to the legal profession as leaders in this sector.

Walker Morris is regularly supports APSE, including by providing speakers for seminars and joint training events. We are pleased to sponsor APSE once again at its Annual Seminar and Exhibition in Liverpool and to be its preferred partner supporting its work in the energy and renewables sector.

Please contact David Kilduff or Ben Sheppard

david.kilduff@walkermorris.co.uk

ben.sheppard@walkermorris.co.uk

0113 283 2500



Wilson's Auctions

Wilson's Auctions, a family owned business was formed in 1936 by William J Wilson. Now directed by his son Ian Wilson the company has grown to become the largest independent Auction Company in the UK and Ireland with sites in the Scotland, England, Wales, South and Northern Ireland

Wilson's Auctions is once again very proud to be associated with the APSE Organisation and is delighted to be sponsoring the Best Service Team of the Year Award in The Transport Fleet Services Category being held at the Nottingham Ice Arena.

Working in partnership with both the public and private sectors, Wilson's Auctions provide a vital remarketing service that would cover every department within the Local Authority.

Wilson's Auctions conduct auctions of Industrial Plant,

Construction Machinery, Agricultural Equipment, Ground Maintenance Equipment, Cars, Light Commercial, HGV's and Property.

We hold around 76 Car and Commercial Vehicle auctions a month, 5 Large Plant and Machinery auctions a month and 18 Property auctions per year throughout the UK and Ireland.

Our years of experience dealing with Local Authorities gives us an excellent understanding of 'Best Value' and we are constantly achieving high residual values on vehicles and well above reserves on Plant and Machinery, this combined with quick net returns ensures the Authorities are achieving 'Best Value'

Ideally situated in every Country with dedicated Commercial Managers in each branch we believe we can deliver a professional and profitable opportunity for asset disposal to every Local Authority.

We continually benchmark our performance on a company wide basis to obtain reference points for measuring the performance of our core business processes in order to adopt best practice in the delivery of our services and the achievement of our goal of sustainable business improvement.

For further information please contact Bob Chambers on 07833-776677 or email bobchambers@wilsonsauctions.com

Upcoming APSE events in 2014...

APSE Housing, building maintenance and construction seminar 2014

Thursday 9 and Friday 10 October 2014, Hilton Leeds City

APSE Environmental services seminar 2014

Tuesday 11 and Wednesday 12 November 2014, Ettington Chase Hotel, Stratford

APSE Performance networks seminar 2014

Thursday 4 and Friday 5 December 2014, Hilton Hotel, Blackpool



GEASON

GEASON ARE PROUD TO BE ASSOCIATED WITH THE
APSE ANNUAL SEMINAR AND LOCAL AUTHORITY SERVICE AWARDS 2014.

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