

APSE - Blackpool

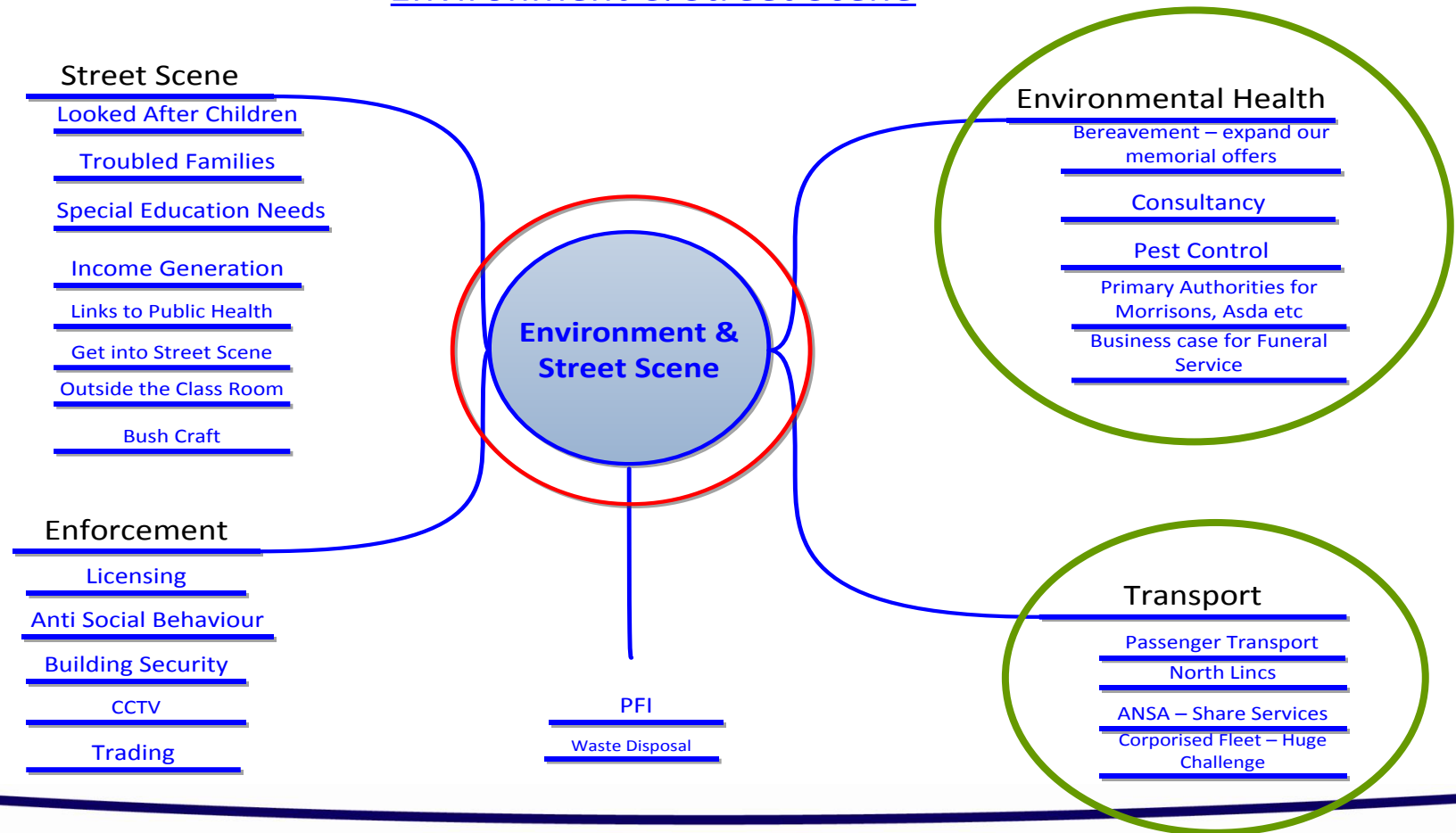
8th December 2017

Pete Johnson

Service Manager , Transport Services

Generating commercial and social value from core services!

Environment & Street Scene



Commerce

Examples

Transport Services

- 60+ External Customers
- 160+ MOT Customers
- 3000+ Taxi Tests per Year
- Training Centre (accredited)
 - Provider to 80+ Private Co, Public Services & Charities
- Consultancy Work – Transport orientated
- Bulk Meals to Schools
- Outings for people with direct payments
- Women's Asian Welfare Association
- Stroke Clubs
- Mid Yorkshire Hospital Trust

2016/17 we sold £740K worth of business

Transport Services Customers

Vehicle & Plant Maintenance MOT / Compliance Testing	West Yorkshire Police Yorkshire Purchasing Organisation Schools & Academies Town Councils Community Transport Taxis & Private Hire Companies Engie UK Community Transport Youth Projects Charities Private Customers
Fleet Management	North East Lincolnshire Council Yorkshire Purchasing Organisation

Transport Services Customers

<p>Driver CPC Training Driver Training Driver Assessments</p>	<p>ANSA (East Cheshire) - Franchised West Yorkshire Police Yorkshire Purchasing Organisation (YPO) Schools & Academies Broadacres Housing Association Trading Standards West Yorkshire Police Private Customers Community Transport Youth Projects Charities</p>
<p>Fuel Provision</p>	<p>Amey Engie (Emergency Genorators) Renewi (Shanks) YPO</p>

Environmental Health

- Primary authority for ASDA & Morrisons for H&S at Work and Food Standards
- Approved distributor of CIEH (Chartered Institute of Environmental Health) online courses in Food Safety in Catering, Health & Safety at Work and others
- We offer an additional option for businesses to access their own online learner management area or for us to provide progress reports at no extra charge.
- First Aid courses are our best selling products; Ofqual accredited and regulated by the HSE all our courses include additional training on AED (defibrillators) delivering training in business settings.

Environmental Health

- Food Safety in Catering or Manufacturing courses incorporate top tips on how to get and keep the best Food Hygiene Rating and how to keep the regulators happy.
- We currently service 280 annual pest control contracts (2016/17 - 1,879 reactive treatments).
- We have recently added bird proofing to the work that we carry out and appointed a number of officers who work on a casual basis as part of our growth plan.
- Whilst we operate on a commercial basis we continue to perform public duties in pursuit of our public health goals and provide discounted prices to customers in receipt of Council tax benefits.

Social Value

Troubled Families Apprentices



I was completely inspired today by Wakefield, workers, apprentices, managers, the family, the chief executive (!) Frankly the lot”

Louise Casey, Director General Troubled Families, DCLG

DCLG Toolkit

Different = £2,514,755

During 16 week pilot:	Number	Cost Savings	Savings
Avoiding eviction @£8619	11	Evictions avoided	£94,809.00
NEET to EET 16-18 @ £562	7	Young people moved into EET	£3,934.00
Avoided truancy @ £1418	20	Children's attendance above 90%	£28,360.00
Avoided Exclusion @ £13,374	13	Children's behaviour in school manageable	£173,862.00
Closed at Social Care avoiding escalation @ £42,550	45	Children closed to social care	£1,914,750.00
Avoiding incidents of ASB @ £629	5	Young People / Adults no longer involved in ASB	£3,145.00
Avoiding incidents of crime - first time entrants @ £16,257	6	Young People identified as at risk of crime no longer offending	£97,542.00
Avoiding escalation of criminal behaviour - custody @ £26,437	1	Young People identified as prolific offenders no longer offending	£26,437.00
Avoiding homelessness @ £18,515	4	Adults at risk of homelessness supported to maintain relationships / housing	£74,060.00
Move into employment avoiding claim to benefit @£8219	8	Adults supported into employment	£65,752.00
Avoiding escalation of domestic abuse @ £18,730.00	1	Families previously involved in domestic abuse with no further occurrences	£18,730.00
Avoiding escalation of substance misuse @ £13,374.00	1	Adults/ Young People previously involved in substance misuse accessing treatment	£13,374.00

What does different look like?



Looked After Children



Anglers Meeting Care Leavers



Looked After Children

- 'Get into Street Scene' launched at the beginning of May
- We have developed a work programme, continually evaluating – **didn't always go as planned!**
- Linked up with the new Apprenticeship levy to pump prime more apprenticeships
- Linked with Regen colleagues and exploring employment with local business
- Linked with WDH, who have promised to offer Financial training for running their own home and will secure tenancies for full time employed staff
- Have welcomed Connor and Grant into the service on an Apprenticeship

Room on the Broom



Room on the Broom

What the numbers told us – key findings

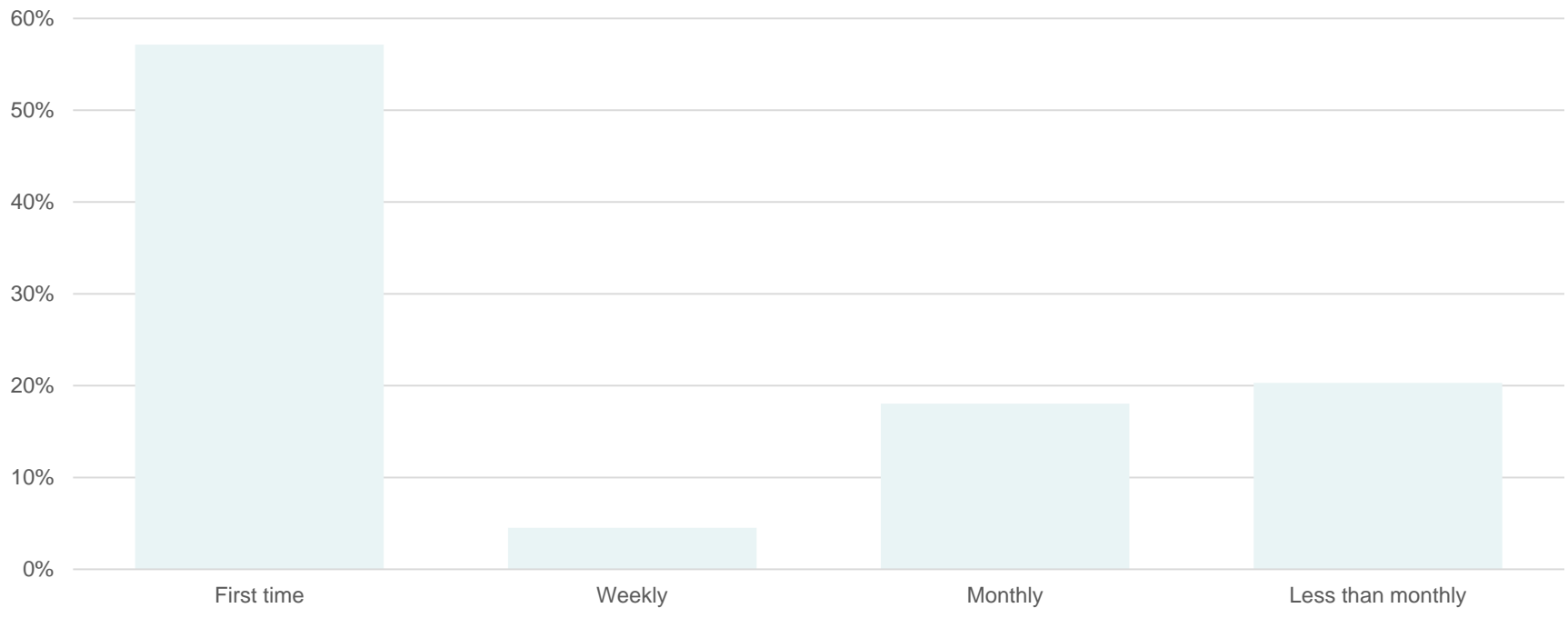
- By six months **over 187,000 visitors had attended the park**
- If a conservative estimate of two thirds of those attending the park also walking the Room on the Broom walk, this is approximately **250,000 miles, ten times round the world or all the way to the moon – in six months!**
- The walk is fully DDA compliant allowing access for people of all abilities and at the site, people can hire bikes (including balance bikes) and can borrow a disability scooter; the survey showed that **8% of people who accessed the walk said they had a disability**

Room on the Broom

Almost 60% of survey respondents were attending the park for the first time.

"How often do you visit the Park?"

(Angler's Country Park, Room on the Broom survey, Summer 2015, Respondants = 133)



Supporting the Wakefield Business Improvement District

- Agreed a plan for service users to repaint litter bins
- Repair benches
- Assist in growing perennial plants working the prestige gardener in Street Scene
- All work will be branded in partnership
- Looking to maximise any further opportunities that can add value

WAKEFIELD BID

A BUSINESS IMPROVEMENT DISTRICT FOR WAKEFIELD CITY CENTRE



How do we Support Adults

- *How do we support our ageing population?*
- *How do become a good Corporate Parent?*
- *How do we make resident feel valued?*
- Met with local retired group, struggled to find meaningful destinations to visit.
- Now visit our country parks and get involved in the history, provide refreshments and provide talks
- We have worked with clubs to re introduce crown green bowling clubs, secured grants for meeting rooms. Now self sufficient! No demand on social isolation!
- Agreed with Director from Public Health to set up a work trial for Adults with LD's, help in finding employment/work ready.

Thornes Park - Wakefield



'Be Brave' - "Kill an Idea"

1. "Yes, but.."
2. "We've tried it before..."
3. "That wont work because..."
4. "Have you thought about the implications..."
5. "We don't have time for this right now..."
6. "Put it down on paper..."
7. "Exactly how much is this idea of yours worth?"
8. "Please do a cost benefit analysis and then we'll talk about it..."
9. "Ok, I hear you but we've just invested millions in doing it another way..."
10. "That's fine in theory, but it doesn't work like that..."

Lets be Brave and Change the 'Norm'

“Next Christmas the iPod will be dead, finished, gone, kaput”
- **Sir Alan Sugar, Entrepreneur, 2005**

“Who the hell wants to hear actors talk?”
- **Henry M Warner, Warner Brothers, 1927**

“We don't like their sound. Groups of guitars are on their way out”
- **Decca Records rejecting The Beatles, 1962**

“Television wont be able to hold on to any market it captures in the first six months. People will soon get tired of staring at a plywood box every night”
- **Daryl F Zanuck, Head of 20th Century Fox, 1946**

“Everything that can be invented has been invented”
- **Charles H Duell, Commissioner of Patents, 1899**

Be Brave!

- We have to **adapt** to a new way of working
- Be prepared to **listen to others** needs
- Think from a corporate perspective, **it's one budget!**
- Think about the **future!**

**Be part of shaping everyone's future
no matter who they are!**

Any Questions?

