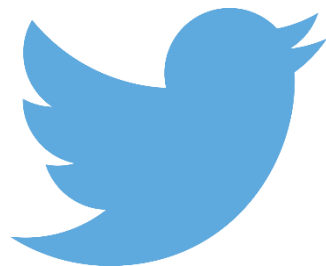


Be part of the conversation!
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**@APSE - Association for
Public Service Excellence**

Annual Report by Secretariat: Scotland Year in Review 2020/21

Overview

- COVID information HUB
- COVID remobilisation reports
- Advisory groups & Scottish conferences
- Briefings
- APSE Services
- Advocacy



Sharing best practice - network queries, advisory notes - on how to mitigate the COVID-19 crisis



Ensuring the safety of all council personnel



Information for exhibitors, sponsors and Approved Partners



The vast majority of APSE services are still available to you online



Information about forthcoming APSE events



Sign up to our frontline service specific WhatsApp groups to quickly post queries within the APSE network

COVID information HUB



CORONAVIRUS

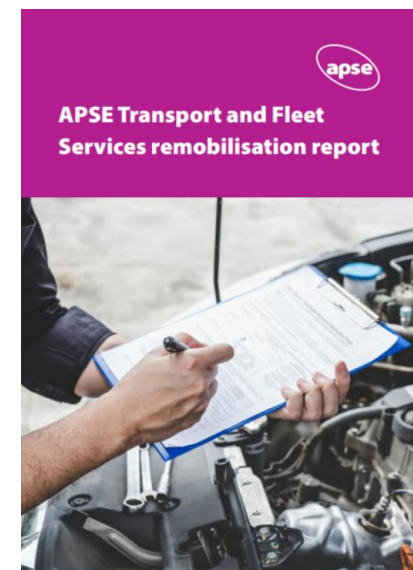
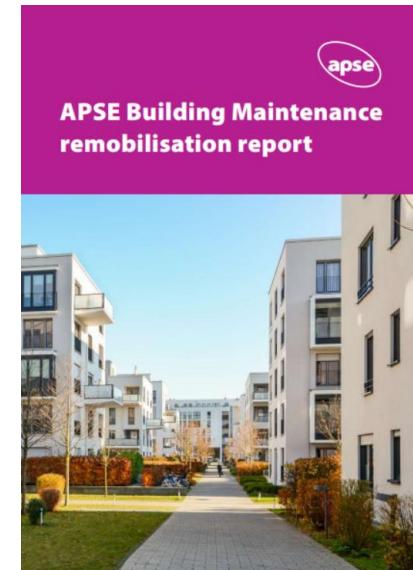
PROTECT YOURSELF & OTHERS

COVID-19 APSE Information Hub: Our frontline service support network

- Service specific what's app groups
- Briefings and advisory notes
- Suppliers page
- Solutions COVID helpline

Remobilisation reports

- Service specific UK wide remobilisation reports
- To help establish the challenges and opportunities for remobilisation, as well as sharing best practice and the steps being undertaken by local authority services
- Reports provided an area of focus in terms of:-
 - Budget, finance and re-establishing commercial activity
 - Operational activity
 - Regrouping the workforce
 - Technical considerations

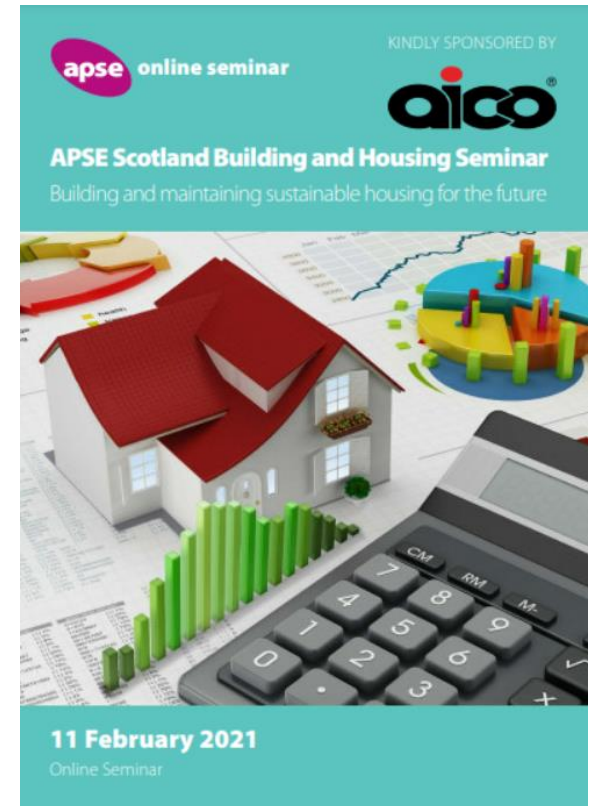


Advisory groups

- Each group has continued to have 4 online meetings over the course of the year (including service specific conferences)
- Many also involving sub-groups and COVID update specific groups
- Mixture of presentations and discussion agenda items both well received with a variety of topics and speakers
- Attendance has been extremely good across the board with an increase in elected member participation and also representations from Councils further afield

Scottish conferences

- Two online service specific conferences
 - *Building and Housing (February 2021)*
 - *Soft Facilities Management (March 2021)*
- Climate emergency provided the main focus for both
- Postponement of our Fleet, Waste and Grounds seminar (usually held in Aviemore every May)



Briefings

- 20-07 Alcohol, drug and substance misuse policies – why you should introduce one and what you should include
- 20-10 COVID-19 Free school meals guidance for schools
- 20-18 COVID-19 Scotland key worker guidance regarding schools and ELC closures
- 20-22 COVID-19 Cleaning in non-healthcare settings
- 20-27 COVID-19 Scottish guidance for social landlords
- 20-29 COVID-19 NHS inform communications toolkit
- 20-33 COVID-19 and Commercial Income Losses

Briefings

- 20-48 COVID 19 guidance on working safely in peoples homes
- 20-52 COVID 19 Safer Public Places – Urban Centres and Green Spaces
- 20-55 Scotland’s Route Map through and out of the crisis
- 20-57 Deposit Return Scheme latest reports
- 20-59 Nutritional Requirements for Food and Drink in Schools (Scotland) Regulations 2020
- 20-65 Re-opening of Pools, Gyms and Leisure Centres - challenges

APSE Solutions

APSE Solutions offers expertise in:

- Income generation
- Demand management
- Interim management

Interim managers available across: catering, commercial development, energy, environmental services, facilities management, finance, highways, housing, human resources, leisure and tourism, performance management, procurement, street cleansing, transport and others.



APSE Training

All courses moved online including:

- Carbon Literacy for Elected Members
- Carbon Literacy for Leaders and Managers
- Carbon Literacy for Local Authorities
- Effective Social Media for Local Authorities
- Leadership and Management Skills (CPD)
- Managing Virtually and Remotely for Local Authorities
- Working with Volunteers and the Voluntary Sector



APSE Training

- Project Management in Local Government (CPD)
- Introduction to Parks Management (CPD)
- Health & Safety – Working on highways and Verges (CPD)
- Health & Safety – Waste and Environmental Services
- Role of the Facilities Manager (CPD)
- Supervisory Skills for Team Leaders in Frontline Services (CPD)

Performance Networks

- COVID Performance information
- Land Audit Management System (LAMS)
- Play park and memorial safety inspections app
- New APSE performance networks database
- New web portal

apse performance networks

Family group comparison
Building cleaning performance indicator standings

Name of authority Sample Authority
PIN 5999
Family group C1/2

Performance indicator	Number in group	Highest in group	Average for group	Lowest in group	Your output/score	Standing in group	Top quartile mark	Quartile achieved	Ten percentile mark	High/Low/Neutral
Key performance indicators										
PI 01 - Cost per square metre for all areas cleaned (excluding CEC)	10	£22.60	£16.21	£12.08	£15.81	7	£13.74	3	£12.95	L
PI 02 - Cost per square metre for all areas cleaned (including CEC)	10	£23.31	£16.59	£12.08	£16.41	7	£13.74	3	£12.95	L
PI 13 - Ratio of square metres to annual scheduled hours (all offices)	8	1.00	0.83	0.60	0.60	8	0.92	4	0.94	H
PI 10 - Ratio of square metres to annual scheduled hours (libraries)	7	1.40	0.95	0.66	0.70	6	-	-	1.22	H
PI 11 - Ratio of square metres to annual scheduled hours (secondary schools)	9	1.40	1.02	0.86	1.03	4	1.06	2	1.15	H
PI 23 - Ratio of square metres to annual scheduled hours (primary schools)	9	1.07	0.89	0.68	0.91	5	1.00	2	1.03	H
PI 26 - Ratio of square metres to annual scheduled hours (special schools)	8	1.08	0.93	0.81	1.08	2	1.08	1	1.08	H
PI 16 - Total square metres (including outdoor areas) cleaned per FTE employee	9	1,684	1,325	1,315	1,355	8	1,597	4	1,648	H
PI 20a - Percentage staff absence (front line staff)	7	7.31%	4.74%	0.30%	6.18%	5	-	-	0.92%	L
PI 20c - FTE Staff absence days per FTE (front line staff) - Scotland	5	19.35	13.43	7.08	13.20	3	-	-	9.05	L
PI 22 - Customer satisfaction surveys	-	-	-	-	-	-	-	-	-	H
PI 14 - Quality assurance and consultation process	11	117	78.36	47	65	7	101	3	114	H
PI 35 - Customer perception and satisfaction	3	96.34%	90.78%	85.00%	96.34%	1	-	-	1	H

Notes:

a. The authority will only be ranked in family group if it has shown an output / score within the set parameters for the performance indicators.

b. Quartile / percentile marks are only shown for these performance indicators for which there is a desirable achievement.

c. Quartile marks are only shown for these performance indicators for which there are a minimum of 8 outputs / scores within the set parameters.

APSE Energy

- 118 member authorities (17 in Scotland)
- Number of online events throughout the year
- Publications:
 - Climate Emergency Public Engagement Survey
 - Planning for our future: Embedding energy and climate change into local plan policies
 - Becoming Net Zero Carbon across the corporate building estate
 - On street residential charging for electric vehicles



Advocacy



- MSPs participating in APSE fringe events at party conferences
- Member of the SWITCH forum and Monitoring Adoption working group
- Secretariat for Scotland's Litter Managers Network
- Member of Scottish Government's Healthy Eating in Schools working group
- Member of Scottish Government's Nursery Milk and Healthy Snack scheme working group

NEW MUNICIPALISM

Delivering for local people and local economies

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