

Streets ahead on performance

Coronation Street actress Shobna Gulati found local councils were streets ahead on performance when councils from across the UK battled severe weather to reach Blackpool for the finals of the APSE (the Association for Public Service Excellence) performance networks awards 2010. The awards celebrate the best performers from local councils in frontline public services and those services that have made the most improvement on performance.

Mark Bramah, APSE's Assistant Chief Executive said ***'The importance of local councils demonstrating that they are providing high quality and cost effective services is greater now than ever before'*** he added ***'winning a performance networks award is national recognition of the efforts made by the frontline staff and managers in delivering highly valued public services'***.

APSE's Performance Networks service hosts the UK's largest voluntary data benchmarking group for local councils, which helps them to improve value for money and quality in local public services.

After a rigorous data collection and validation process a number of councils were selected as finalists. The winners were announced on Thursday 2 December at an awards ceremony at the Hilton Hotel Blackpool which was opened by The Worshipful the Mayor of Blackpool, Councillor Don Clapham. The winners received their awards from acclaimed actress and Coronation Street star Shobna Gulati

Finalist and winners

Building cleaning: Best performer

Birmingham City Council

Cheshire East Council

Doncaster Metropolitan Borough Council

St Helens MBC

Staffordshire County Council

Walsall Metropolitan Borough Council

Warrington Borough Council

Winner: Birmingham City Council

Building cleaning: Most improved performer

City of Edinburgh Council

East Dunbartonshire Council

Inverclyde Council

Moray Council

North Lanarkshire Council

Stirling Council

Vale of Glamorgan County Borough Council

Winner: Moray Council

Building maintenance: Best performer

A1 Housing Ltd, Bassetlaw District Council

Chesterfield Borough Council

Clackmannanshire Council

Doncaster Metropolitan Borough Council

Nottinghamshire County Council

West Dunbartonshire Council

West Lothian Council

Winner: Clackmannanshire Council

Building maintenance: Most improved performer

Caerphilly County Borough Council

Falkirk Council

Midlothian Council

Sunderland City Council

Swansea City & County

Waveney District Council

West Dunbartonshire Council

West Lothian Council

Winner: West Dunbartonshire Council

Civic, cultural and community venues: Best performers

Victoria Hall, Helensburgh, Argyll and Bute Council

Albert Halls, Bolton Metropolitan Borough Council

City Hall, Cardiff Council

The Spa Bridlington, East Riding of Yorkshire Council

Baglan Community Centre, Neath Port Talbot County Borough Council

Freeman Street Resource and Community Centre, North East Lincolnshire District Council

Winner: Baglan Community Centre, Neath Port Talbot County Borough Council

Civic, cultural and community venues: Most improved performer

Westdale Lane Community Centre, Gedling Borough Council

Ditton Community Centre, Halton Borough Council

The Platform, Lancaster City Council

Cwamavon Community Centre, Neath Port Talbot County Borough Council

Immingham Resource Centre, North East Lincolnshire District Council

Winner: Immingham Resource Centre, North East Lincolnshire District Council

Education catering: Best performers

Bolton Metropolitan Borough Council

Denbighshire County Council

Gateshead Metropolitan Borough Council

Kirklees Council

Manchester City Council

South Lanarkshire Council

Solutions SK, A Stockport Council Company

Winner: Solutions SK, A Stockport Council Company

Education catering: Most improved performer

Bolton Metropolitan Borough Council

East Dunbartonshire Council

Kirklees Council

Liverpool City Council

Manchester City Council

North Lincolnshire Council

South Lanarkshire Council

West Dunbartonshire Council

Winner: Bolton Metropolitan Borough Council

Highways and winter maintenance: Best performer

Argyll & Bute Council
Dorset County Council
East Riding of Yorkshire Council
Flintshire County Council
Middlesbrough Borough Council
Midlothian Council
North Ayrshire Council

Winner: Dorset County Council

Highways and winter maintenance: Most improved performer

Argyll & Bute Council
Dorset County Council
Nottinghamshire County Council
Rotherham MBC
Shetland Islands Council
South Gloucestershire Council
Vale of Glamorgan County Borough Council

Winner: South Gloucestershire Council

Parks, open spaces and horticultural services: Best performer

Broxtowe Borough Council
Conwy County Borough Council
Dumfries & Galloway Council
Fife Council
Halton Borough Council
North Lanarkshire Council
Oxford City Council
Stockton-on-Tees Borough Council
West Dunbartonshire Council

Winner: Stockton-on-Tees Borough Council

Parks, open spaces and horticultural services: Most improved performer

Angus Council
Broxtowe Borough Council
Dumfries & Galloway Council
Halton Borough Council

Midlothian Council
Scottish Borders Council

Winner: Dumfries and Galloway Council

Refuse collection: Best performer finalists

Broxtowe Borough Council
Darlington Borough Council
East Riding of Yorkshire Council
Kettering Borough Council
Neath Port Talbot County Borough Council
North Lincolnshire Council
Peterborough City Council
Stockton-on-Tees Borough Council

Winner: East Riding of Yorkshire Council

Refuse collection: Most improved performers

Blackburn with Darwen Borough Council
Broxtowe Borough Council
Clackmannanshire Council
Darlington Borough Council
Gateshead Metropolitan Borough Council
Hull City Council
Rochdale Metropolitan Borough Council
Wakefield Metropolitan District Council
Wolverhampton City Council

Winner: Blackburn with Darwen Borough Council

Sports and leisure facility management: Best performer

Ancholme Leisure Centre, North Lincolnshire Council
Bramcote Leisure Centre, Broxtowe Borough Council
Dunes Leisure Centre, Sefton Metropolitan Borough Council
Francis Scaife Sports Centre, East Riding of Yorkshire Council
Hucknall Leisure Centre, Ashfield District Council
Northgate Arena, Chester and District Sports and Recreation Trust
Wentworth Leisure Centre, North County Leisure, Northumberland County Council

Winner: Bramcote Leisure Centre, Broxtowe Borough Council

Sports and leisure facility management: Most improved performer

Aldersley Leisure Village, Wolverhampton City Council

Canolfan Hamdden Arfon, Gwynedd Council

Embassy Swimming Pool, East Lindsey District Council

English Institute of Sport Sheffield, Sheffield City Council

Haslingden Sports Centre, Rossendale Leisure Trust Ltd

Whitehaven Sports Centre, North Country Leisure, Copeland Borough Council

Woodhouse Close Leisure Complex, Durham County Council

Winner: Whitehaven Sports Centre, North Country Leisure, Copeland Borough Council

Street cleansing: Best performer

Denbighshire County Council

Dudley Metropolitan Borough Council

Kettering Borough Council

North East Derbyshire District Council

Northampton Borough Council

Rotherham Metropolitan Borough Council

Stockton-on-Tees Borough Council

Winner: Dudley Metropolitan Borough Council

Street cleansing: Most improved performer

Denbighshire County Council

Kettering Borough Council

Neath Port Talbot County BC

North East Derbyshire District Council

North East Lincolnshire District Council

Thurrock Council

West Dunbartonshire Council

Wolverhampton City Council

Winner: Kettering Borough Council

Street lighting: Best performer

Denbighshire County Council

Durham County Council

East Riding of Yorkshire Council

Flintshire County Council

Hartlepool Borough Council

Nottinghamshire County Council

South Gloucestershire Council

Wolverhampton City Council

Winner: Flintshire County Council

Street lighting: Most improved performer

Aberdeenshire Council

Clackmannanshire Council

Denbighshire County Council

Dundee City Council

East Ayrshire Council

Flintshire County Council

Orkney Islands Council

South Gloucestershire Council

Winner: Denbighshire County Council

Transport operations and vehicle maintenance: Best performer

Bassetlaw District Council

City of Edinburgh Council

Conwy County Borough Council

Durham County Council

East Renfrewshire Council

Erewash Borough Council

Knowsley Metropolitan Borough Council

Sheffield City Council

Winner: Erewash Borough Council

Transport operations and vehicle maintenance: Most improved performer

Bassetlaw District Council

City of Edinburgh Council

Durham County Council

Fife Council

Midlothian Council

Renfrewshire Council

South Gloucestershire Council

Winner: Renfrewshire Council

Notes to Editor

About APSE and APSE performance networks

APSE is the Association for Public Service Excellence and is a not for profit body working with local authorities throughout the UK promoting excellence in frontline services. APSE Performance networks Service is the UKs largest voluntary data benchmarking service and has collected cost, quality and operational data on frontline local government services for over twelve years.

About Shobna Gulati

Shobna Gulati is an actress, writer and dancer, best known for playing Anita in Victoria Wood's *dinner ladies*, and Sunita Alahan in the long-running soap opera *Coronation Street* from 2001 to 2006, a role she returned to at end of 2009. She is also known for being one of very few actors to have appeared in both *Coronation Street* and its rival series *EastEnders* for the BBC (in 2000).

For interview or more details about the awards please contact

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For awards photographs of winners and finalist please email Jhughes@apse.org.uk or download press-quality winners images from the APSE website at www.apse.org.uk