

## Christmas comes early for top council teams.

Local Councils were celebrating their success as APSE announced the winners of the best and most improved performers in frontline services at a special awards event, held in Blackpool, on Thursday 1 December.

Commenting on the awards Mark Bramah, APSE's assistant chief executive said;

*'With decreasing budgets and increasing demand on public services the winners of this years' APSE performance networks awards show that these councils are performing better each year in public service delivery'*

*Bramah added 'Many areas of the public sector could benefit from the work pioneered in local government in performance benchmarking and management. These winning and finalists councils have taken performance management to the heart of frontline services . They know that they are amongst the best performers in local government on service cost and service quality. These attributes are critical in delivering affordable but effective local public services and they should be rightly proud of their outstanding achievements'.*

- *APSE performance networks is the UKs largest voluntary benchmarking service for local government helping councils compare data on service quality and costs across frontline services*
- *APSE performance networks is a mature benchmarking service having been active in local government for 14 years*
- *The awards are a means of recognising not just the most outstanding performers ( 'Best Performer' ) amongst local councils but those that have shown year on year improvements in their performance ( 'Most Improved Performer' ).*
- *Council representatives that attended the Blackpool event, from across the UK local government family, spent time analysing and sharing data on performance improvements to help generate efficiencies and frontline service improvements within frontline public services provided by local councils.*
- *Workshops covered services such as bin collections and recycling, street cleansing , parks, leisure and community centres, school meals and building cleaning , housing*

*and building maintenance, highways and winter gritting services, street lighting and fleet and transport services.*

- *The results of the winning councils were arrived at following extensive exploration of data and independent audit and validation processes.*
- *The performance awards specifically recognise the efforts of frontline service delivery teams including Managers, Heads of Service and frontline employees in improving local public services.*

## **Ends**

## **Full list of finalists and winners in the APSE performance networks awards 2011**

### **Building cleaning ( Kindly sponsored by Numatic International)**

**Winner: Best performer, Midlothian Council**

**Winner : Most improved performer, Highland Council**

#### **Best performer finalists**

Hull City Council  
Inverclyde Council  
Midlothian Council  
Redcar and Cleveland Borough Council  
St Helens Metropolitan Borough Council  
Staffordshire County Council  
Warrington Borough Council

#### **Most improved performer finalists**

Bridgend County Borough Council  
Caerphilly County Borough Council  
City of Edinburgh Council  
East Ayrshire Council  
Highland Council  
Hull City Council  
Inverclyde Council  
North Lanarkshire Council  
Orkney Islands Council

### **Building maintenance ( Kindly sponsored by Trukrax Vehicle Racking Systems)**

**Winner : Best performer , Clackmannanshire Council**

**Winner: Most improved performer, Waveney District Council**

#### **Best performer finalists**

A1 Housing Ltd, Bassetlaw District Council  
Chesterfield Borough Council  
Clackmannanshire Council  
Oxford City Council  
Sheffield City Council  
Waveney District Council  
West Dunbartonshire Council

### **Most improved performer finalists**

A1 Housing Ltd, Bassetlaw District Council  
Chesterfield Borough Council  
Clackmannanshire Council  
East Renfrewshire Council  
Falkirk Council  
Waveney District Council  
West Dunbartonshire Council

### **Civic, cultural and community venues ( Kindly sponsored by Toltec )**

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

**Winner: Most improved performer, Arnold Hill Community Centre, Gedling Borough Council**

### **Best performer finalists**

The Spa Bridlington, East Riding of Yorkshire Council  
Westdale Lane Community Centre, Gedling Borough Council  
Upton Community Centre, Halton Borough Council  
The Platform, Lancaster City Council  
Baglan Community Centre, Neath Port Talbot County Borough Council  
Freeman Street Resource and Community Centre, North East Lincolnshire District Council

### **Most improved performer finalists**

Arnold Hill Community Centre, Gedling Borough Council  
Murdishaw Community Centre, Halton Borough Council  
The Platform, Lancaster City Council  
The Cross Community Centre, Neath Port Talbot County Borough Council  
Freeman Street Resource and Community Centre, North East Lincolnshire District Council  
Radley Common Community Centre, Warrington Borough Council

### **Education catering ( Kindly sponsored by Premier Foods)**

**Winner: Best performer, Solutions SK a Stockport Council Company**

**Winner: Most improved performer, Knowsley Metropolitan Borough Council**

### **Best performer finalists**

Denbighshire County Council  
Gwynedd Council  
North Tyneside Metropolitan Borough Council  
Redcar and Cleveland Borough Council  
South Lanarkshire Council  
Solutions SK, A Stockport Council Company  
Sunderland City Council

### **Most improved performer finalists**

Barnsley Metropolitan Borough Council  
Cardiff City Council  
Gwynedd Council  
Inverclyde Council  
Knowsley Metropolitan Borough Council

### **Highways and winter maintenance ( Kindly sponsored by Multihog)**

**Winner: Best performer, Dorset County Council**

**Winner: Most improved performer, Nottingham City Council**

### **Best performer finalists**

Argyll and Bute Council  
City of York Council  
Dorset County Council  
Durham County Council  
East Lothian Council  
Orkney Islands Council  
South Gloucestershire Council

### **Most improved performer finalists**

Aberdeen City Council  
Dorset County Council  
East Riding of Yorkshire Council  
Moray Council  
Nottingham City Council  
Orkney Islands Council  
South Ayrshire Council  
South Gloucestershire Council

### **Parks, open spaces and horticultural services ( Kindly sponsored by SGM Contracts LLP)**

**Winner: Best Performer, Halton Borough Council**

**Winner: Most Improved Performer, Wakefield Metropolitan District Council**

### **Best performer finalists**

Burnley Borough Council  
East Ayrshire Council  
Fife Council  
Halton Borough Council  
Midlothian Council  
Newcastle-Under-Lyme Borough Council  
Stockton-on-Tees Borough Council

### **Most improved performer finalists**

Ashfield District Council  
Broxtowe Borough Council  
Scottish Borders Council  
St Helens Metropolitan Borough Council  
Wakefield Metropolitan District Council

### **Refuse collection (Best performer kindly sponsored by Kyron Energy & Power Ltd. Most improved performer kindly sponsored by Faun Zoeller )**

**Winner: Best performer, East Riding of Yorkshire Council**

**Winner: Most improved , Hull City Council**

### **Best performer finalists**

Clackmannanshire Council  
East Riding of Yorkshire Council  
Falkirk Council  
Hull City Council  
North Lincolnshire Council  
Rotherham Metropolitan Borough Council  
West Lindsey District Council

### **Most improved performer finalists**

East Dunbartonshire Council  
Enfield London Borough  
Falkirk Council  
Gedling Borough Council  
Hull City Council  
North Ayrshire Council  
North Lincolnshire Council  
Renfrewshire Council

### **Sports and leisure facility management ( Kindly sponsored by Walker Morris)**

**Winner: Best performer, Beverley Leisure Centre - East Riding of Yorkshire Council**

**Winner: Most improved performer, Canolfan Hamdden Plas Francon, Gwynedd Council**

### **Best performer finalists**

Lammas Leisure Centre - Ashfield District Council  
Bramcote Leisure Centre - Broxtowe Borough Council  
Energise - City of York Council  
Beverley Leisure Centre - East Riding of Yorkshire Council  
Wentworth Leisure Centre - North Country Leisure, Northumberland County Council  
Quarry Swimming and Fitness Centre - Shropshire Council

### **Most improved performer finalists**

Edgewood Drive Leisure Centre - Ashfield District Council  
Bramcote Leisure Centre - Broxtowe Borough Council  
Haltemprice Leisure Centre - East Riding of Yorkshire Council  
Canolfan Hamdden Plas Francon - Gwynedd Council  
Westview Leisure Centre - Preston City Council  
Haslingden Sports Centre - Rossendale Leisure Trust Ltd  
East Bridgwater Leisure Centre - 1610, (formerly Somerset Leisure Trust Ltd)

## **Street cleansing ( Kindly sponsored by Kinetic CS )**

**Winner: Best performer, Eastleigh Borough Council**

**Winner: Most improved performer, Conwy County Borough Council**

### **Best performer finalists**

Barnsley Metropolitan Borough Council  
Bassetlaw District Council  
Dudley Metropolitan Borough Council  
Eastleigh Borough Council  
Hinckley and Bosworth Borough Council  
Stockton-on-Tees Borough Council

### **Most improved performer finalists**

Conwy County Borough Council  
Hyndburn Borough Council  
Knowsley Metropolitan Borough Council  
Midlothian Council  
Southampton City Council  
St Helens MBC  
Stockton-on-Tees Borough Council  
Wakefield MDC

## **Street lighting ( Kindly sponsored by De Montfort University )**

**Winner: Best performer, Denbighshire County Council**

**Winner: Most improved performer, Dumfries and Galloway Council**

### **Best performer finalists**

Denbighshire County Council  
Durham County Council  
East Lothian Council  
Flintshire County Council  
Merthyr Tydfil County Borough Council  
Perth & Kinross Council

### **Most improved performer finalists**

Aberdeenshire Council  
Denbighshire County Council  
Dudley Metropolitan Borough Council  
Dumfries and Galloway Council  
Perth & Kinross Council  
Rotherham Metropolitan Borough Council

## **Transport operations and vehicle maintenance ( Kindly sponsored by DAF Trucks)**

**Winner: Best performer, East Renfrewshire Council**

**Winner: Most improved performer, Fife Council**

### **Best performer finalists**

East Ayrshire Council  
East Dunbartonshire Council  
East Renfrewshire Council  
North Tyneside Metropolitan Borough Council  
Oxford City Council  
South Gloucestershire Council  
Southampton City Council

### **Most improved performer finalists**

Conwy County Borough Council  
Doncaster Metropolitan Borough Council  
Fife Council  
Midlothian Council  
North East Derbyshire District Council  
Oxford City Council

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