



Association for Public Service Excellence

Annual Service Awards 2020

Celebrating outstanding achievement and innovation within
local government service delivery



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Service Award categories

Best Workforce Initiative

Dumfries and Galloway Council

Hartlepool Borough Council

Luton Council

South Ayrshire Council

Swansea Council

Torfaen County Borough Council



Best Housing, Regeneration or New Build Initiative

East Suffolk Council

Fife Council

North Kesteven District Council

North Lanarkshire Council

Stockport Homes Group

Swansea Council

Wokingham Borough Council



Best Efficiency and Transformation Initiative

Derry City and Strabane District Council

East Riding of Yorkshire Council

Education Authority (NI)

Glasgow City Council

London Borough of Hounslow

London Network for Pest Solutions Ltd (Newham Council)

West Lindsey District Council



Best Health and Wellbeing Initiative (inc. Social Care)

Aberdeen City Council

City of Wolverhampton Council

Dorset Council

East Suffolk Council

Kettering Borough Council

Lancaster City Council

Mid and East Antrim Borough Council

Three Rivers District Council



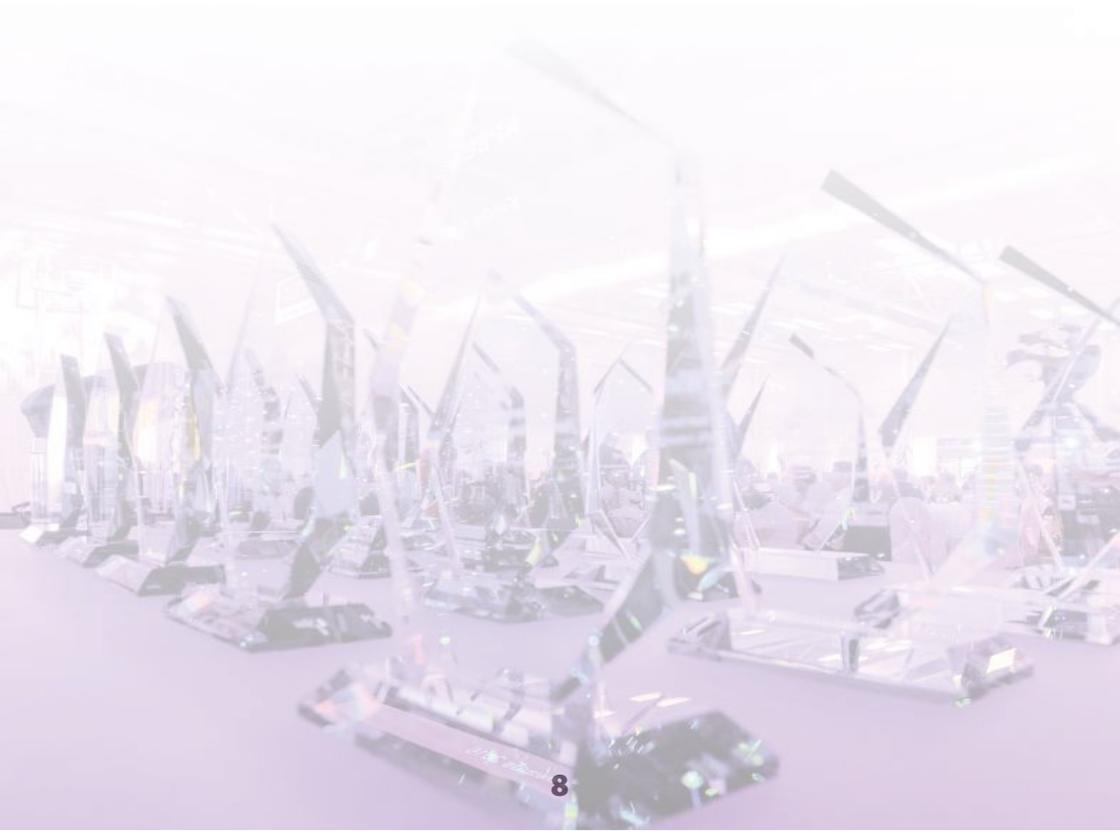
Best Public/Private Partnership Working Initiative

Dudley Metropolitan Borough Council
Kent County Council
Mid and East Antrim Borough Council
North Norfolk District Council
Scarborough Borough Council
Wakefield Council



Best Collaborative Working Initiative (with other public sector or third sector)

Association of Directors of Public Health London
Belfast City Council
Derry City and Strabane District Council
Education Authority (NI)
Flintshire County Council
Mid and East Antrim Borough Council
Oxford Direct Services (ODS)
Stroud District Council



Best Commercialisation and Entrepreneurship Initiative

Durham County Council

Essex County Council

London Network for Pest Solutions Ltd (Newham Council)

North Lanarkshire Council

North Yorkshire County Council

Nottingham City Council

Shropshire Council



Best Community and Neighbourhood Initiative (inc. Community Safety)

BCP Council

Cambridge City Council

East Ayrshire Council

East Riding of Yorkshire Council

Liverpool Streetscene Services Ltd

London Borough of Redbridge

Thurrock Council

Wakefield Council



Best Innovation/ Demand Management Initiative

East Riding of Yorkshire Council

London Waste and Recycling Board

Mid and East Antrim Borough Council

Newcastle City Council

Oxfordshire County Council

Rhondda Cynon Taf County Borough Council



Best Climate Action Initiative

Cornwall Council

Derby City Council and Derbyshire County Council

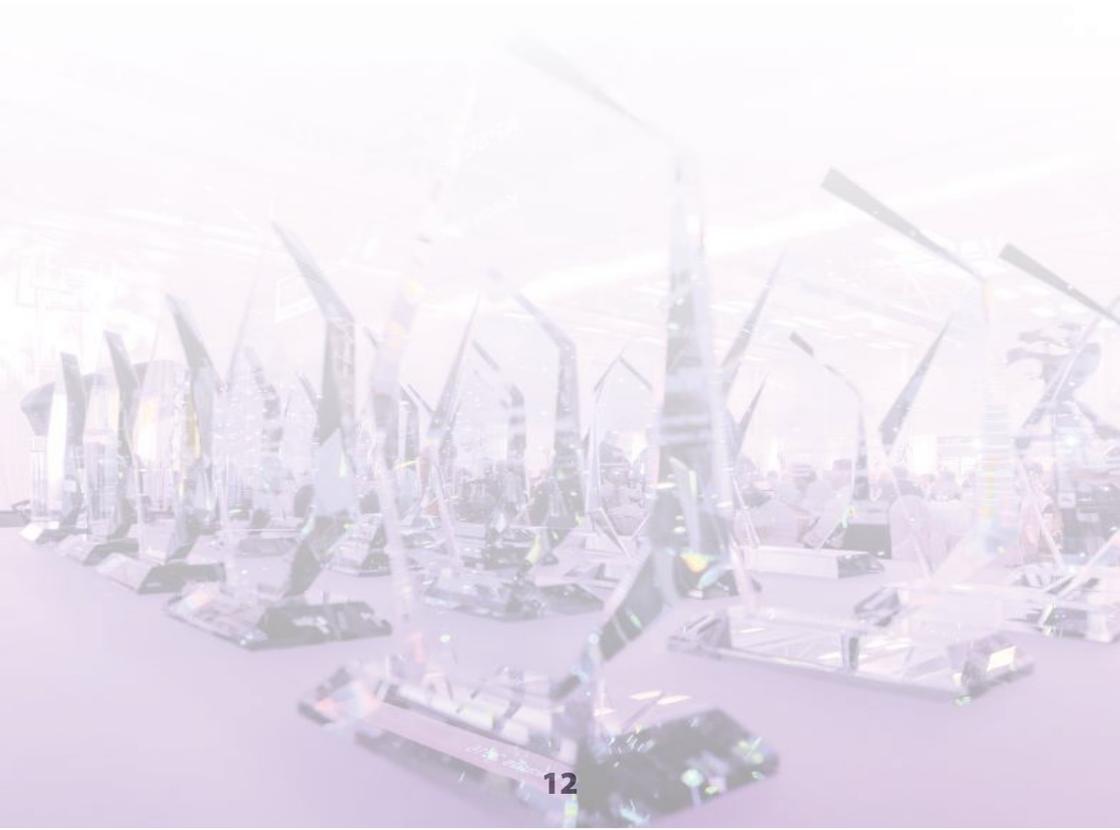
Durham County Council

London Borough of Islington

Nottingham City Council

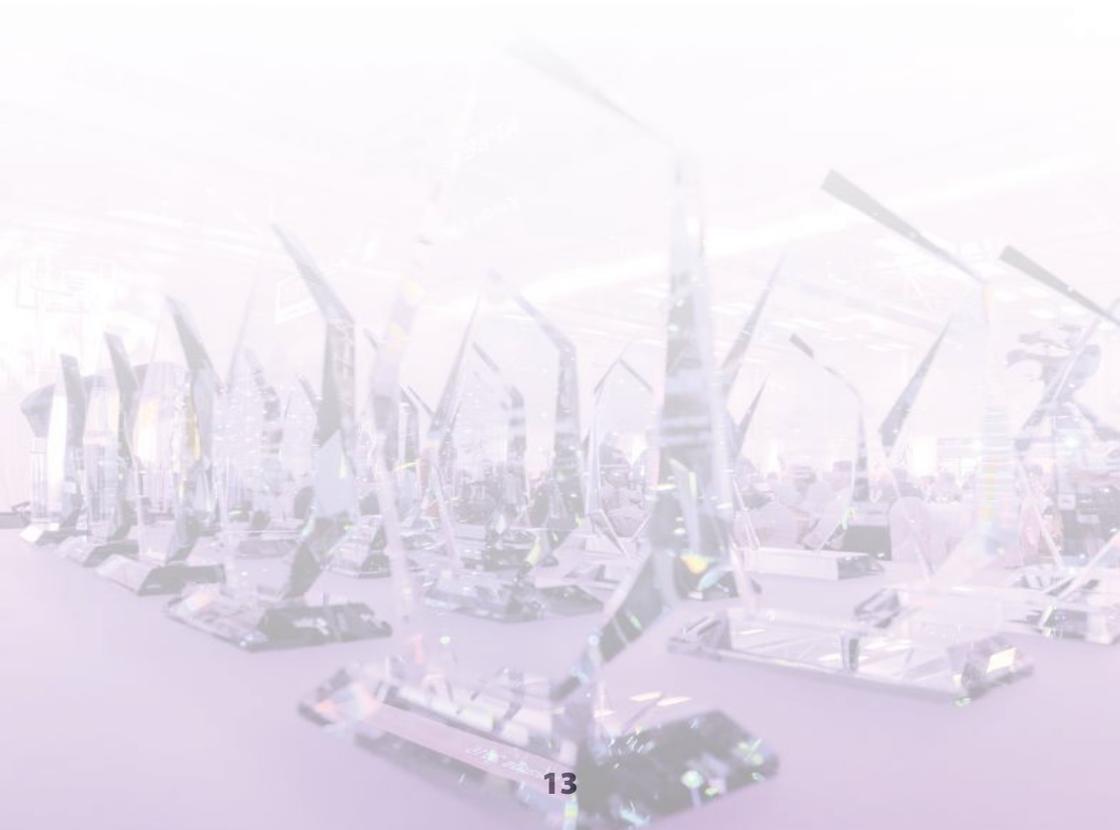
Southampton City Council

Wigan Council



Best Service Team: Construction and Building Service

East Riding of Yorkshire Council
Lancashire County Council
Lancaster City Council
Scarborough Borough Council
Swansea Council
Wigan Council



Best Service Team: Catering Service

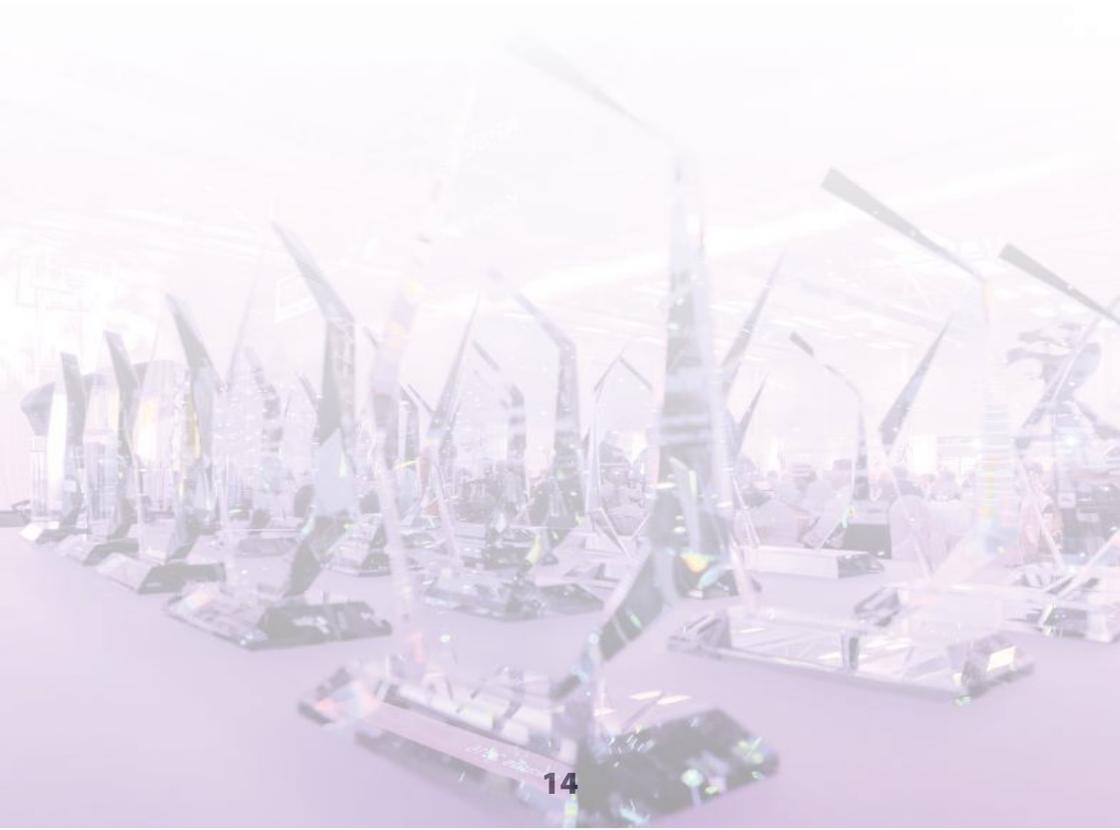
City of Bradford Metropolitan District Council

Dumfries and Galloway Council

Leicestershire County Council

North Lanarkshire Council

Shropshire Council



Best Service Team: Facilities Management and Building Cleaning Service

Dumfries and Galloway Council
Education Authority (NI)
Lincolnshire County Council
North Lanarkshire Council
South Tyneside Council



Best Service Team: Highways, Winter Maintenance and Street Lighting Service

Cumbria County Council

Kent County Council / Bouygues Energies & Services

South Gloucestershire Council

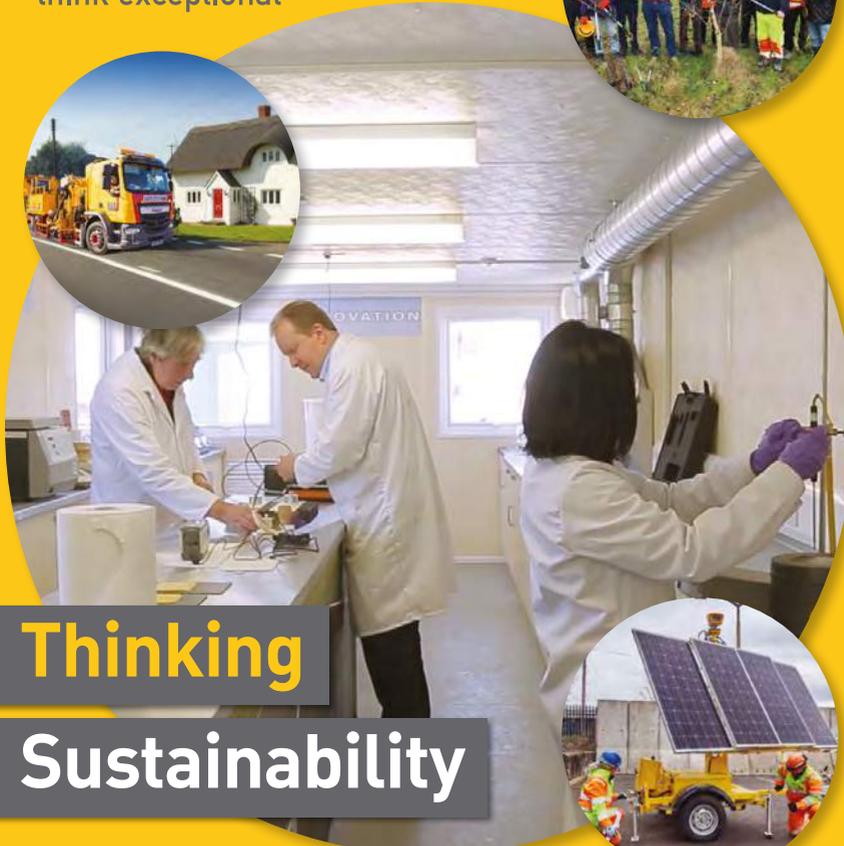
Wigan Council





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Best Service Team: Transport and Fleet Maintenance Service

Aberdeen City Council

East Riding of Yorkshire Council

Education Authority (NI)

Fife Council

Nottingham City Council

Wakefield Council





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Best Service Team: Waste Management and Recycling Service

Ashfield District Council

Barnsley Metropolitan Borough Council

Dudley Metropolitan Borough Council

East Riding of Yorkshire Council

Sevenoaks District Council

South Ayrshire Council



Best Service Team: Street Cleansing and Streetscene Service (Public Realm)

Barnsley Council

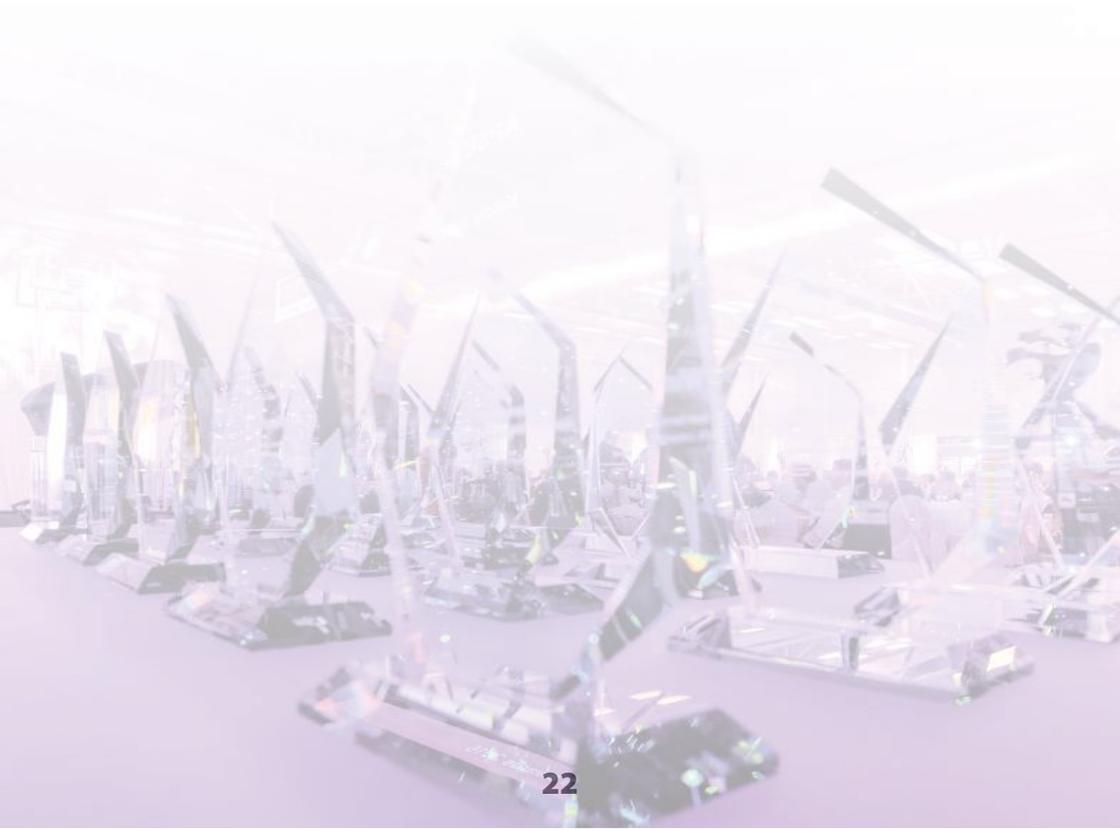
Cambridge City Council

Gedling Borough Council

London Borough of Redbridge

Nottingham City Council

West Lindsey District Council



Best Service Team: Parks, Grounds and Horticultural Service

Ashford Borough Council
Cambridge City Council
Gedling Borough Council
Nottingham City Council
South Ayrshire Council
Winkfield Parish Council

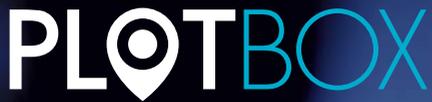




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achievement and innovation within
local government service delivery

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Best Service Team: Cemetery and Crematorium Service

Ashford Borough Council

Bedford Borough Council

Cardiff Council

Mid and East Antrim Borough Council

Nottingham City Council

West Lindsey District Council





Development in Progress – October 2020

CDS
Cemeteries
& Crematoria

From planning to completion, we're with you every step of the way.

For over 20 years, CDS has pioneered the development of cemeteries and crematoria throughout the UK and overseas.

You may know us as Cemetery Development Services. We have rebranded and expanded but we have made sure we retained all the core values and expertise that enabled us to build our market leading reputation.

CDS are with you every step of way from Feasibility Studies, Landscape and Concept Design through to Planning, Construction and Delivery, ensuring a seamless experience from inception to completion.

Our teams of highly qualified specialists - field surveyors, engineers and designers - are committed to creating beautifully landscaped

and thoughtfully constructed developments. Ones that have distinctive spatial qualities but that also offer excellent commercial value, and that are low-maintenance environments with minimal operational costs.

Our Green Agenda also ensures that our developments are environmentally friendly, offer reductions in emissions and pollution whilst helping improve biodiversity.

For more information on how The CDS Group can help, phone us on +44 (0)1525 864387 or visit our website.



Best Service Team: Sports, Leisure and Cultural Service

Corby Borough Council

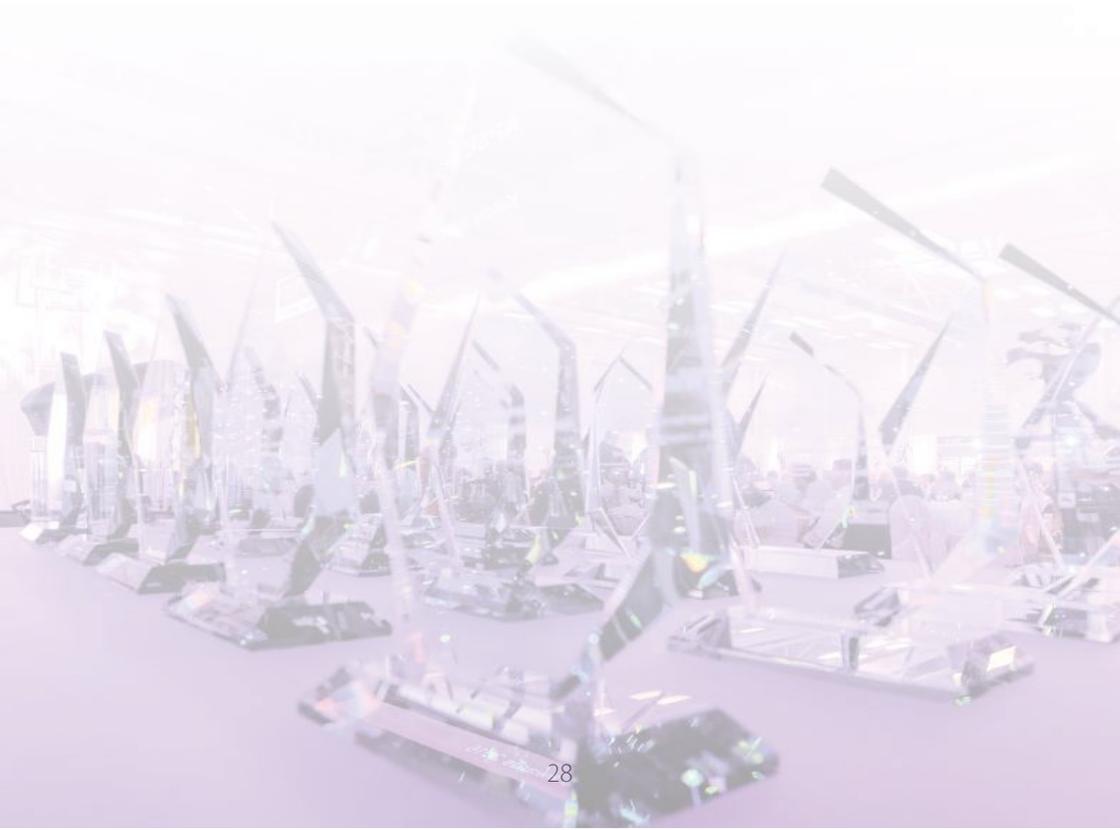
Derbyshire Dales District Council

Derry City and Strabane District Council

Gateshead Council

Swansea Council

West Lindsey District Council



Best Service Team: Environmental Health, Trading Standards and Regulatory Service

Cambridge City Council

Derby City Council

South Ayrshire Council

Swansea Council

Wigan Council



Overall Council of the Year

Aberdeen City Council

Cambridge City Council

East Riding of Yorkshire Council

Mid and East Antrim Borough Council

Nottingham City Council

Swansea Council



A guide to the finalists

Best Workforce initiative

Dumfries and Galloway Council

Naturally D&G – Globetrotter

To highlight food and local provenance within Dumfries and Galloway, the Council created our 'Naturally D&G' brand. This was in response for more local provenance to be used within the school meals service across Scotland. Many local authorities were applying for 'Food for Life' accreditation. The Council evaluated the accreditation process and realised that it wanted to exceed the requirements of the 'Food for Life' award, therefore established principles that supports its vision, values and aims and the 'Food for Life' accreditation.

Hartlepool Borough Council

Implementing a communication app within the Building Cleaning and School Catering Workforce

The Council introduced an innovative communication app to improve connectivity with its large and dispersed cleaning and catering workforce. Following careful consultation, employees

agreed to download the app onto their personal mobile phones. This has allowed management to quickly deliver individual and group messages, obtain feedback, provide e-learning opportunities and create a self-service booking system for meetings and events. Crucially it has enabled staff resources to be organised and redirected during the Covid-19 crisis, ultimately keeping customers satisfied and safe.

Luton Council

From Appraisals to Check-ins – A Personal Approach

Luton Council has ditched annual appraisals, and launched a new check-in scheme, which values every person in the organisation, facilitates regular dialogue between managers and employees, and embeds a coaching culture to support individual health and well-being, improve motivation and address performance concerns. A Peer Review in February 2020 acknowledged that "the creation... of the 'Check-ins' approach around appraisal and well-being and its adoption across the Council is a very positive development that staff and managers have welcomed."

South Ayrshire Council

Trauma Informed South Ayrshire

Becoming a Trauma Informed Workforce and ensuring the voice of lived experience informs service delivery is a vision that South Ayrshire Council are making a reality. By sharing the Scottish Governments vision “to achieve a trauma-informed and responsive nation and workforce”, we are actively supporting objectives which will help us to achieve better outcomes for those people who have been affected by trauma at any point throughout their lives.

Swansea Council High-Rise Active Fire Protection Sprinkler Systems

Following the tragic events at Grenfell Tower, Swansea Council embarked on an initiative to install sprinkler systems in all of the local high-rise residential buildings. The innovative project was driven by the desire to improve the safe living standards of council tenants and through cross-department collaboration, Building Services were able to deliver a benchmark initiative. Through technical training and development, the Council’s Building Services have become specialised in the feasibility, design, estimating, delivery, commissioning

and maintenance of sprinkler system installation.

Torfaen County Borough Council

The Staff Focus Group

The Staff Focus Group are a group of staff volunteers from across the Council, who act as the ‘employee voice’ to ensure improvements in the employee experience. Since the Group was established in 2018 it has made a positive difference to employee engagement within the Council. Its greatest achievement to date is The Way We Work: a values and behaviour framework which sets out common standards expected of all employees, and was developed by staff – for staff.

Best Housing, Regeneration or New Build initiative

East Suffolk Council Transforming Empty Homes

Not only can long-term empty houses cause problems for neighbouring properties and attract anti-social behaviour, the national shortage of housing means these properties are sorely needed by local people. Reducing the number of long-term empty homes in the district is a priority within

East Suffolk Council's Business Plan. Having identified two problematic empty properties in Lowestoft, one of which had been neglected for more than 20 years, the Council bought and transformed these derelict buildings into much-needed homes.

Fife Council

A New Beginning – South East Inverkeithing Regeneration Project

Initiated in 2014, this multi-million pound project involves demolition of 234 Fife Council flats in South East Inverkeithing, and replacement with 189 high quality homes built by Fife-based Kingdom Housing Association. Although predominately a housing-led regeneration project, it also aimed to feature elements of economic and social regeneration within the wider locale in association with community groups, schools and businesses, to counter long-standing high levels of deprivation, anti-social behaviour and social isolation.

North Kesteven District Council

Playground Court, Sleaford

A £1m-plus conversion of an iconic 150-year-old former school and

grounds into unique and sensitively designed homes for affordable rent in Sleaford, Lincolnshire. Originally built in 1867, the school closed in 2002 leaving it vacant and subject to vandalism and decay. Making best use of the space whilst celebrating the characteristic architecture of the Grade 2-listed building by retaining original features, this project had many challenges to overcome, but has proved a successful example of a unique development of restoration.

North Lanarkshire Council

Open Market Purchase Scheme

North Lanarkshire Council's innovative Open Market Purchase Scheme enables the Council to purchase homes for sale on the open market to tackle acute housing need

The Open Market Purchase Scheme has enabled North Lanarkshire Council to purchase 276 properties, properties which hugely contribute to increasing the supply of affordable homes for rent within North Lanarkshire area.

The benefits are there for all to see we are providing additional homes for residents and improving the look and safety of local communities.

Stockport Homes Group

Building a better future for housing together

Viaduct Housing Partnership was established by Stockport Council and Stockport Homes Limited in 2016. Its main objective was to deliver quality, affordable, environmentally-friendly housing within the borough.

In the face of significant challenges – Stockport is a high-value housing area with limited land supply – Viaduct has delivered new housing at a scale and pace unmatched by similar delivery vehicles across the country.

Swansea Council

Whole house Retrofit to Homes as Power Stations

This innovative project is a collaboration between Swansea Council and the Welsh School of Architecture at Cardiff University. Six off mains gas bungalows have been fitted with external wall insulation, double glazed windows, loft insulation, Ground Source Heat Pumps, PV solar roofs, battery storage and Mechanical Ventilation Heat Recovery. Before the work the bungalows were very expensive to heat, but have now been transformed into highly energy

efficient ‘Homes as Power Stations’ generating and storing their own energy.

Wokingham Borough Council

Wokingham Town Centre Regeneration

In 2010 the Council adopted a Masterplan for Wokingham Town Centre and started on a major project to regenerate three key areas within the town centre at Elms Field, Peach Place and the Carnival site. The Council’s regeneration scheme is helping Wokingham thrive by creating new community spaces, improving the local retail and leisure mix and delivering high quality homes. Benefits are already being seen with new businesses and facilities opening and significantly increased public positivity about the town.

Best Efficiency and Transformation initiative

Derry City and Strabane District Council

DCSDC’s AIM (Access Inclusion Model) to Making Life Better for people with disabilities expands to all NI local authorities

An overarching objective is to

increase participation, health and wellbeing for People with Disabilities (PWD). DCSDC's Access and Inclusion project has created A.I.M (Access Inclusion Model), an initiative that has successfully transferred elements regionally to all Northern Ireland authorities; merging government policies and citizens' feedback into achieving outcomes and results. A.I.M evidences higher participation from PWD and has created an innovative approach to address grass root issues in a collective; meaningful; sustainable manner which benefits PWD, their families and carers.

East Riding of Yorkshire Council

Four Weddings and a Funeral

Registration and Celebratory services are supporting customers in those important moments of lives: registering a birth, a death or marriage. We have demonstrated that tradition can be effectively balanced with transformation when delivering these vital services. This new commercial approach led to the development of new skills for staff and a business-savvy strategy. As a result, the Council has achieved financial success by reducing the service subsidy, whilst maintaining

strong performance and very high customer satisfaction.

Education Authority (NI)

Transformation of School Transport in Northern Ireland

The Education Authority's school transport service plays a vital role in enabling learning by transporting over 85,000 children to and from school each day; including over 8,500 children with a special educational need. Since the EA's establishment in 2015 our School Transport Service has driven a programme of transformation to achieve improved efficiency and customer service. Key achievements include pioneering digital platforms for parents to apply for assistance, self-assess eligibility, choose their preferred transport and track their child's journey.

Glasgow City Council

Home Care Recruitment Project

In 2019 with the threat of a staffing crisis looming, Glasgow City Council and Glasgow City Health and Social Care Partnership collaborated on a mass home care recruitment campaign. A

project team was formed to lead a campaign focusing on the reality of the job and to review the recruitment process. This ensured the right candidate applied for the job and reduced attrition during the process. The campaign resulted in 350 new home carers in position within four months.

London Borough of Hounslow

Transfer of the Parks Service to a Local Authority Trading company

The London Borough of Hounslow has transferred a number of services to a LATCo called Lampton360, including parks and open spaces.

This transformation process has enabled the Council to redefine its priorities and regain control of the Parks Service, establishing a strong system for continued improvement and most importantly has created an opportunity for the services to be shaped according to local needs, giving an important role to the community shaping service delivery with the LATCo and the Council.

London Network for Pest Solutions (Newham Council)

Transforming Newham's Pest Control Services

London Network for Pest Solutions (LNPS) is a limited company, wholly owned by the London Borough of Newham, delivering high-quality, fast, efficient, effective and affordable pest control services. The partnership has delivered savings to the Council and generated additional income by generating a net profit of over £100,000 in the last two years. The business is overseen by a shareholder board made up of staff, directors and members which allows greater scrutiny of a service that is sometimes forgotten.

West Lindsey District Council

Public Engagement as a pathway to Transformation and Efficiencies

One of the primary approaches West Lindsey have taken to inform spending prioritisation is extensive stakeholder consultation and engagement. The Council demonstrate how it used a structured and comprehensive process to understand the public's views on, and preferences for, a chargeable garden waste collection service. The Council considers the process transformational in that it builds trust with the public and

helps to secure buy-in for difficult decisions. It drives efficiency by directing money to services people want and value most.

Best Health and Well-being initiative (inc. Social Care)

Aberdeen City Council

Craster Project

Craster is a project which works closely with primary and early learning school children to teach the value and benefit of green space through the growing of fruit and vegetables. The teaching element includes school visits but the key to the success of the project is the use of digital technology including animations and live action (green screen). Schools have embraced the project with over 4000 school children having taken part since the project began in early 2019.

City of Wolverhampton Council

Wolverhampton's COVID-19 Local Support System

Wolverhampton's Local Support System was established during the Covid-19 Pandemic. Its two main components:

- The Community Hub Contact Centre, which helped provide

important advice via telephone and email to 8,000 enquirers, also pairing residents up with altruistic volunteers to be personal shoppers and prescription collectors.

- The Food Distribution Hub, which produced over 1 million meals between April and June, delivered to recipients shielding in their homes from coronavirus.

Whilst difficult to measure, the system likely saved hundreds of lives.

Dorset Council

Healthy Homes Dorset

Healthy Homes Dorset (HHD) aims to reduce the impact of cold homes on the wellbeing of Dorset's residents through advice, insulation, and heating improvements. Cold Homes are the second biggest cause of the 500 Excess Winter Deaths and thousands of associated illnesses and health and social care visits across Dorset annually. Older people are particularly vulnerable: Over 30% of Dorset residents are over 65, and Dorset has one of the highest proportions of armed forces pensioners in the country.

East Suffolk Council

East Suffolk Stepping Home Scheme

Working with local health partners and delivered by East Suffolk Council, Stepping Home addresses housing issues which may delay a patient's discharge from hospital, or increase the risk of an avoidable hospital admission.

Stepping Home brings together local partnerships and networks to improve a patient's experience and alleviates pressure on health professionals. Over 15 months, Stepping Home has received 400 referrals, prevented over 540 'bed days' and provided 247 adaptations to enable people to return safely to their homes.

Kettering Borough Council

Kettering Health and Wellbeing Festival 2019

The first Health and Wellbeing Festival held in the Borough of Kettering was a lowcost event targeting key public health concerns in the area by allowing residents to engage with providers of a variety of health and wellbeing options through demonstrations, exhibitions and 1-2-1 contact over a two day period. Organisations from across the local authority, health and voluntary sectors

came together to showcase what services and support is available to residents in the borough.

Lancaster City Council

Lancaster HIA's Integrated Aids and Adaptation Service

Lancaster's Home Improvement Agency has brought the provision of aids and adaptations under one roof, focussing on the client's well-being with efficiency and savings to the district's health and care system. The introduction of an Integrated Aids and Adaptations Service means residents must no longer wait for multiple agencies to visit before they see something happen. Grant-funded adaptations can be installed within a few weeks, minor aids and adaptations in a few days, all by the same team.

Mid and East Antrim Borough Council

Safe, Warm and Well

The Council's Community Health and Wellbeing Advisor Service provides a personcentered support system for vulnerable households. In 2019, the Council combined a number of distinct and separate, externally funded services into a single integrated locality based service for schemes such as

home safety, energy efficiency and fuel poverty grant referrals. Independent evaluation of the new delivery model has identified service efficiencies, significant improvements in client outcomes and enhanced job satisfaction for the team.

Three Rivers District Council

Social Prescribing

Social prescribing is paramount to the health and wellbeing of residents. Through a range of initiatives and working in partnership, individual lives have been positively impacted with a marked improvement in health and wellbeing. Initiatives cut across a range of services including art, culture, play and sport and support a variety of people within the community, including young carers, people with mental health issues, people with disabilities and those with specific health conditions, including stroke survivors and Parkinson's.

Best Public / Private Partnership Working initiative

Dudley Metropolitan Borough Council

Reducing Dudley's Mattress Mountain

Through an innovative partnership with an enterprising new business, Dudley has reduced landfill, increased recycling and provided an improved, value for money bulk collection service to residents. With the main driver to find a solution to the challenges of mattress disposal, the Council entered into a contract with Textek Ltd, offering residents a kerbside bulk collection service where items that would otherwise have been sent to landfill, are recycled: the first public/private sector partnership of its kind in the country.

Kent County Council

Kent's Pothole Blitz

Harnessing the high-quality local SME market, Kent County Council (KCC) has radicalised the way it delivers pothole repairs across the county attracting increased funding to the project over the last 3 years. Combining traditional and simple contract management with excellent engagement with the local SME market, KCC has delivered long lasting repairs to the Kent network with zero defects, a great health and safety record and a huge increase in public and stakeholder satisfaction.

Mid and East Antrim Borough Council

An Economic Fightback Plan: Public/Private Partnership at its Best

In September 2019, 1,200 workers were made redundant when world-renowned coachbuilder Wrightbus (best known for the “Boris Bus”) entered administration.

Mid and East Antrim Borough Council immediately activated its Rapid Redundancy Response Programme, led by the Elected Members and Council Chief Executive Anne Donaghy.

The Council initiated a Northern Ireland-wide campaign along with central government and business leaders from throughout the region to keep the factory site open and save as many jobs as possible.

North Norfolk District Council

Bacton to Walcott Sandscaping: working with nature to adapt to coastal change

The Bacton to Walcott Sandscaping scheme placed 1.8million m³ of sand on a Norfolk beach to protect 30% of the UK’s gas supply and help two communities adapt to coastal

change. This innovative approach was the first of its kind in the UK and was inspired and utilised learning from the Dutch Zandmotor. The construction of the scheme was only possible with effective partnership working between the private and public sector, coupled with ongoing engagement with local communities.

Scarborough Borough Council

Runswick Bay Coastal Protection Scheme

The Runswick Bay coastal protection scheme uses a non-traditional approach to coastal protection, focusing on the combined elements of collaborative partnership working and innovative habitat creation techniques. The scheme helps combat effects of sea level rise and better protects 113 properties and £21,100k of present value benefits for the next 100 years. Partnership working was vital to the project’s success and involved a diverse group, ranging from environmental bodies and contractors to school and university students.

Wakefield Council

WMDC Enforcement team and Mytec system developing bespoke CCTV camera units for ASB/ Fly tipping to be used on lighting columns, posts and buildings

Working in partnership with MYTEC, a technology and CCTV company it was recognised that fly tipping and ASB throughout Wakefield is a real blight on local communities, which leaves a significant cost to the taxpayer in terms of clean-up cost. Poor surveillance was allowing the dumping of waste illegally instead of using an authorised method such as kerbside collection and ASB throughout the district to go undetected. A goal was set to develop an overt rapid deployable CCTV camera.

Best Collaborative Working initiative (with other public sector or third sector)

Association of Directors of Public Health London

London Smoking Cessation Transformation Programme

The LSCTP is a shared commitment by London Directors of Public Health

to provide an integrated system that supports Londoners to stop smoking under the umbrella brand “Stop Smoking London”. The Programme has delivered a stronger, joined up and more responsive service across London, which is effective, responsive to the commissioned landscape of services and prioritises the needs of London’s smokers. The LSCTP is an integral and long-term component of the public health system.

Belfast City Council

Every Body Active 2020 – Belfast

Every Body Active 2020 is a four year Sport NI National Lottery funded programme being delivered by Belfast City Council, aimed at getting people more active more often through sport and physical activity. In particular it targets participation among traditionally underrepresented groups including women and girls, people with a disability and those from areas of greatest social need. Working with a wide range of delivery partners, Belfast City Council has designed, developed and delivered a city-wide programme.

Derry City and Strabane District Council

Get Apprenticeship 2019 Partnership Initiative

'Get Apprenticeships' was an initiative devised by the Council to create a uniform approach to the promotion and uptake of apprenticeship schemes throughout the Council area. The scheme was set up to harmonise the current work from the 20 training providers, third level educators and further and higher education institutions offering apprenticeships. With an innovative marketing campaign, the Skills Team brought the providers, educators and employers in the public and private sector together to unite messaging and share best practice.

Education Authority (NI)

School Meals Catering Rise to the Challenge

The Education Authority (NI) – Catering are responsible for delivering 145,000 meals per day to nurseries, primary and post-primary children across Northern Ireland. As the UK entered lockdown, schools closed, and the NHS and Support Networks moved to the front-line in the battle against Covid-19. The Northern Ireland Ambulance Service made

a request to provide packed lunch boxes to their staff across NI. The catering staff from the Education Authority stepped up and met the challenge.

Flintshire County Council

Project Search – Flintshire

Project SEARCH is education to work transition programme for students with learning disabilities, and is delivered as a collaborative partnership between Flintshire County Council, Hft, Clwyd Alyn Housing Group and Coleg Cambria. The young people are supported by their family, job coaches and educators who support them development key skills for the workplace alongside a rotation of real work experiences, helping them to identify their employment goals, with the objective to secure full-time paid employment for each intern.

Mid and East Antrim Borough Council

An Economic Fightback Plan: Collaborative Working at its Best

In September 2019, 1,200 workers were made redundant when world-renowned coachbuilder Wrightbus (best known for the "Boris Bus")

entered administration. Mid and East Antrim Borough Council immediately activated its Rapid Redundancy Response Programme, led by the Elected Members and Council Chief Executive Anne Donaghy. The Council initiated a Northern Ireland-wide collaborative campaign along with central and UK government and business leaders from throughout the region to keep the factory site open and save as many jobs as possible.

Oxford Direct Services (ODS)

A Cup Of Inspiration

In 2019, the Recycling Team at ODS, Oxford City Councils wholly-owned trading company, won a grant from the Hubbub Foundation to introduce on-street coffee cup recycling bins. ODS took the opportunity to begin an innovative and ambitious partnership project. Working in close partnership with the Westgate Centre, the Hubbub Foundation, Oxford City Council's Culture Team and artists, the Team brought the community, art and the climate emergency message together into one joint-funded, eye-catching campaign.

Stroud District Council

Warm & Well: Improving Health, Wellbeing and Energy Efficiency in Park Homes

Stroud District Council led Gloucestershire fuel poverty partnership, Warm and Well, has pioneered a park home insulation programme. Park home communities have lower-than-average incomes, higher-than-average heating costs with disproportionately higher numbers of residents with long-term health issues. Improvements were made possible by collaboration between six district councils, local charity Severn Wye and the Gloucestershire NHS Clinical Commissioning Group, using Disabled Facilities Grant funding. This has enabled significant improvements for residents, and a model that is replicable across park home communities.

Best Commercialisation and Entrepreneurship initiative

Durham County Council

Developing a commercial culture whilst maintaining a partnership approach

Durham County Council's Building

& Facilities Maintenance Tea, is an innovative and award-winning service, providing a one-stop-shop facilities management solution to schools, academies, local authorities and a range of other customers across the North East. By working with customers and investing in its service, the Council has developed its offer to exceed customers' expectations whilst maintaining high public sector standards.

Essex County Council

Creating a commercial council

Essex County Council (ECC) always sets its commercial sights high and, as the financial challenge continues, its commercial activity has become ever more important. As a county of entrepreneurs, Essex has a long history of innovative and successful commercial activity. 2019 saw a renewed focus on delivering more income and creating an even more commercial council. This presented a necessity commercially to support and upskill a large local authority to enable better decision-making and ensure existing businesses were being fully optimised.

London Network for Pest Solutions (Newham Council)

Keeping Newham free of pests

London Network for Pest Solutions (LNPS) is a limited company wholly owned by the London Borough of Newham delivering high-quality, fast, efficient, effective and affordable pest control services. The partnership has delivered savings to the Council and generated additional income by generating a net profit of over £100,000 in the last two years. The business is overseen by a shareholder board made up of staff, directors and members which allows greater scrutiny of a service that is sometimes forgotten.

North Lanarkshire Council

Bespoke Specialised Cleaning Service

In November 2018 North Lanarkshire Council, Facility Support Services developed an initiative to generate additional income by looking for opportunities out-with the existing core services; Catering, Cleaning and Janitorial. A team was set up to provide a bespoke specialist cleaning service. With an already established relationship within education and the knowledge that

most of the budgets were managed at establishment level, this was the area we initially focused on. The Project Manager and Project Officer put the initiative together following approval by The Head of Asset and Procurement Solutions. Existing outsourced services, their providers, their customers were researched and the equipment they used to ensure we could offer a like for like service at competitive rates. The Council was able to provide the same service as its competitors with a 40% saving. With an already established relationship with local head teachers in education, it was recognised that there could be a demand for this bespoke service; this was encouraging. Interest was being received and quotes were being provided.

North Yorkshire County Council

NYES – across the North and beyond in education

North Yorkshire Education Services is a provider of specialist education support services, from facilities management to professional services and education and learning support. Over the past 12 months, the organisation – part of North Yorkshire County Council – has successfully grown its business from a customer

base predominately in North Yorkshire to over 1000 across England, generating a revenue of over £40m using a range of commercial business growth techniques including organic market growth, product and business partnerships, acquisition and product development.

Nottingham City Council

Workplace Parking Levy Consultancy – Developing Sustainable Transport

Nottingham City Council is the only local authority in the UK to have implemented a Workplace Parking Levy (WPL). Nottingham's WPL scheme has successfully tackled traffic congestion and generated substantial revenue which is ring-fenced to fund major transport infrastructure initiatives. The Council is now using its unique experience and expertise to support other local authorities to introduce tailor-made WPL schemes of their own, creating a network of schemes which will have a significant impact on public transport and air quality.

Shropshire Council

Shropshire HR – The £1 million Challenge

The year is 2015. Like many local

councils at the time, Shropshire Council faced an uncertain future. Headlines in the local news read “services axed”, “more cuts” “compulsory redundancies announced”. Faced with the prospect of further cuts and restructure, the Human Resources directorate set about on a five-year project to become an income generating and invaluable asset to the local authority. An ambitious target was announced. Could the directorate generate £1million per annum in externally traded income by 2020?

Best Community and Neighbourhood initiative (inc. Community Safety)

BCP Council

BCP Council Covid-19 response #TogetherWeCan

Before full lockdown took effect, BCP Council mobilised its #TogetherWeCan programme, mobilising public sector partners with voluntary and community sectors to provide co-ordinated and effective community leadership and direct responses for individuals. Supporting those who need it most, the initiative

garnered 2,500 volunteers, with workstreams covering access to food, community helpline, volunteer co-ordination, financial resilience, business support, community development and communications. The operation was up and running in just nine days, and continues to evolve from the minimum viable community support product, to a full-service, incident community leadership operation. Agile development, with adoption of modern IT solutions and evidence-based decisions has been key.

Cambridge City Council

Streets and Open Spaces Community Engagement Team

The Community Engagement Team within Streets and Open Spaces has been developed with supporting the local community and environment at its heart. The team works with individuals, groups and organisations to support their work to improve the local environment, and works with a range of existing and emerging community groups to understand their needs and priorities and how the Council can best address them.

East Ayrshire Council

Dignified Food Programme

East Ayrshire's Dignified Food Programme was established in April 2017, creating a network of collaboration and communication through close partnership working across council departments, partner organisations and local communities, to achieve the common aim of reducing food poverty whilst maximising the access to food within East Ayrshire. This enabled a quick and positive response to Covid-19, in support of all communities, due to the effectiveness of the programme. Definitely ensuring their communities are at the heart of everything they do.

East Riding of Yorkshire Council

Helping Syrian refugees resettle and integrate

Shelter, security and the opportunity to improve one's family circumstances are the cornerstones our society is built upon. By working with non-government organisations, partners in the private, charitable sectors along with strong cross directorate linkages, the Council has been able to offer a holistic package of support to help these

new residents of the East Riding fulfil their potential and integrate into new communities.

Liverpool Streetscene Services Ltd

Alleyway refurbishment and the introduction of communal bins in Liverpool

Liverpool has invested in a £6m programme to improve the alleyway infrastructure across the city, making 4ft alleyways safer for communities, whilst introducing alternative, better waste collection methods to improve health and well-being and raise the recycling rates citywide. This ambitious programme has required colleagues to engage closely with residents and communities to ensure new waste collection methods are fit for each area, encouraging and inspiring community pride in these areas once again.

London Borough of Redbridge

Redbridge – Growing Together

Faced with fly tipping, littering, untidy front gardens and complex anti-social behaviour across the borough, the Neighbourhoods Team instigated 'Redbridge – Growing Together'. An innovation

in service provision; working collaboratively using a wide range of gardening activities that instills civic pride, inspires and enables residents to create a beautiful place to live with positive outcomes for street cleansing and public health and wellbeing.

Thurrock Council

Thurrock Micro-Enterprises – ordinary people doing extraordinary things

Micro-enterprises are part of a community of tangible and successful, innovative and collaborative approach to health and care transformation. In its fourth year, the programme has now helped 111 micros to be set up – supporting ordinary people to do extraordinary things. Feedback from professionals is incredibly positive and for some users it has been life-changing. Individuals get the majority of support they need from within their neighbourhood and access health and care services less frequently.

Wakefield Council

Stop the Drop... Start a Litter Pick Me Up: How Wakefield Council used the feel-good-factor to reduce litter and increase volunteering

Litter is a costly, persistent blight on the environment. Wakefield decided to move away from the threat of enforcement action to instead focus on personal responsibility, positive reinforcement and the 'feel good factor'. With the help of a brass band, the Council took to the streets to drum up support. By encouraging everyone to 'Stop the Drop' and 'Start a Litter Pick Me Up' the Council created a community of volunteers, working together to feel better and make Wakefield a nicer place!

Best Innovation or Demand Management initiative

East Riding of Yorkshire Council

Text Message Reminder Service for bin collections

East Riding of Yorkshire Council's free bin text reminder service was launched to help residents remember their bin collection day. The system has proved incredibly popular, helping increase bin presentations and encourage residents to recycle. Nearly 61,000 residents have signed up – which is more than a third of all households in the East Riding. It has played an important part in increasing the council's recycling rate. The Council has now topped the country's

recycling league for three years in a row.

London Waste and Recycling Board

Making recycling work for people in flats

This innovative two-year project tackled the complex issue of recycling in flats. It used groundbreaking methods of research, monitoring and analysis to develop practical interventions and change behaviours. It challenged the norm by focussing on residents' needs with in-depth ethnographic surveys, the most comprehensive waste metrics ever collected from flats and innovative use of Qualitative Comparative Analysis. The results were: substantive improvements in recycling rates on 12 pilot estates in London, rich insights and practical toolkits available for wider application.

Mid and East Antrim Borough Council

An Economic Fightback Plan: Innovating to Respond to Demand in Times of Crisis

In September 2019, 1,200 workers were made redundant when world-renowned coachbuilder Wrightbus

(best known for the "Boris Bus") entered administration. Mid and East Antrim Borough Council immediately activated its Rapid Redundancy Response Programme, led by the Elected Members and Council Chief Executive Anne Donaghy. The Council initiated a Northern Ireland-wide collaborative campaign along with central and UK government and business leaders from throughout the region to keep the factory site open and save as many jobs as possible.

Newcastle City Council

Changing Systems and Minds for Social Value

Why is Social Value in procurement still such a mystery? Why does it often fail to deliver in communities? In Newcastle, the Council has nailed down what Social Value really means to local people and changed its entire system of commissioning and procurement to place it firmly at the centre of what it does. Through the way we design and buy for the city, the Council is uniting businesses and communities to share skills and capacity for all our futures.

Oxfordshire County Council

A Strategic Review of our Community Operations

A programme of strategic review initiated after an honest assessment of service delivery and performance by the Senior Managers of Oxfordshire County Council's Community Operations Teams supported by the Proving Limited Team. A substantial strategic review and delivery programme encompassing communications and engagement, value for money, commercialisation and mutuality across commissioner and provider. A scheme that has changed culture and delivered both financial and quality improvement across Oxfordshire County Council's Community Operations.

Rhondda Cynon Taf County Borough Council

Meeting the needs of Residents for AHP Collections

In April 2013, to help deliver on recycling targets, Rhondda Cynon Taf became one of the first councils to offer free Absorbent Hygiene Product (AHP) collections to residents. In 2019, due to the increasing demand for the scheme it was decided to undertake a complete operational review of the service in order to improve

performance and increase efficiency. This has delivered an innovative service approach backed up by online customer service and a new automated business process, which has helped the Council continue to manage demand and maintain performance.

Best Climate Action Initiative

Cornwall Council

My World. Our Planet. A blue print for regional leadership

Cornwall Council was one of the first local authorities to produce a detailed and costed plan to tackle climate change that will define the Council's activity for the next ten years. Through its nationally recognised action plan, the Council is shaping national thinking and implementing a systems leadership approach that will create a blueprint for regional leadership which enables its partners, key emitting sectors and community leaders to strive towards Cornwall becoming carbon neutral by 2030.

Derby City Council

The DE-Carbonise project

DE-Carbonise works with small and medium sized businesses in Derby and Derbyshire. DE-Carbonise

focuses on the holistic consideration of carbon emission reduction across the whole business, including energy and resource efficiency, renewable energy generation and low carbon transport. Building on the highly successful D2EE project, DE-Carbonise continues to operate beyond its current targets, amidst the difficult conditions of the Covid-19 crisis, to assist businesses in reducing costs, whilst building resilience and gearing up for a strong, sustainable recovery.

Durham County Council

An Holistic Approach to Climate Action in County Durham

Despite the challenges of being a rural authority, politicians, corporate managements and staff are united in tackling climate change for the benefit of residents. The Council is delivering innovative technological, behavioural and organisational projects to ensure a holistic and comprehensive approach. Organisationally, it has incorporated climate action into job descriptions, financial planning and strategic planning. Behaviourally it has ambitious projects to engage with schools, communities and council staff, while the Council is delivering innovation through geothermal heat and zero carbon buildings retrofits.

London Borough of Islington

Bunhill Energy Centre – utilization of waste heat

The Bunhill Phase 2 project involved the construction of a new Energy Centre to take waste heat from London Underground’s ventilation shaft and provide additional heat to the existing Bunhill heat network. This provides cheaper heat to nearby schools, leisure centres and residents, reducing carbon emissions by an additional 500 tonnes per year. It is the first scheme in the world to take waste heat from an underground train network and use it to provide lower cost, greener heat.

Nottingham City Council

Carbon Neutral 2028 – Nottingham’s Leading Climate Emergency Action Plan

Nottingham City Council is an ambitious, forward-thinking authority aiming to become the UK’s first carbon neutral city by 2028. The actions the Council has taken have made a real difference to people’s homes, businesses, transport and to the way the Council operates, reducing the city’s carbon emissions by 41% (49% per person). The Council know that there is more to do

and its ambitious Carbon Neutral Charter and Action Plan will see it lead the way in tackling the climate emergency.

Southampton City Council

Southampton Green City Charter/Action Plan

In 2018, over 10,000 residents responded to a consultation on addressing poor air quality in Southampton. In response, the Leader of the Council, devised an initiative that brought partners together to produce a Green City Charter committing to carbon neutrality by 2030. The Charter and Action Plan established a series of projects to help Southampton meet these targets including behaviour change, increases in recycling, air quality, and public transport improvements. To date, the Charter has been signed by 76 organisations.

Wigan Council

Be the solution to the pollution

'Be The Solution to the Pollution!' is the message Wigan Council is promoting. The Council can't improve air quality and pollution on its own, it will take a collective effort, and this campaign is

aimed at getting that message out. This campaign captures the imaginations of younger residents starting with a fun, interactive session with Y5 primary school children. The Council then built on its enthusiasm and started to link in with schools as the message spread.

Best Service Team of the Year: Housing, Construction and Building service

East Riding of Yorkshire Council

Infrastructure for Climate Change – The East Riding Flood Alleviation Schemes

In 2007 The East Riding and Hull experienced devastating flooding with over 14,000 properties affected. This was clear evidence of the effects of climate change on this nation. The effect of flooding is substantial, with tangible losses in infrastructure, facility and socioeconomic impacts, all having long lasting consequences. A multi-agency Flood Protection and Resilience Board was established, tasked with successfully delivering a series of flood alleviation schemes, combatting the otherwise increasing flood risk to the community due to climate change.

Lancashire County Council

A59 Penwortham Bypass

Opened in December 2019, Penwortham Bypass was designed and Constructed by Lancashire County Council's own in-house resources in partnership with its local supply chain partners. The Penwortham Bypass will help reduce congestion through Penwortham into the city centre and create more opportunities for the village and its residents. The new road will support future housing developments beyond 2024 and is a strategic road lined up for a potential future bridge across the River Ribble in years to come.

Lancaster City Council

Income Management Team

In 2016, the implementation of Universal Credit presented a significant challenge to Lancaster City Council's income stream and its tenants' security of tenure. The Council's Income Management Team embarked on an ambitious course of transformation; to limit rent arrears, but also to tackle wider issues of financial exclusion and tenancy sustainability. The Council now deliver a proactive and supportive service which delivers a

range of additional added value to tenants and the organisation.

Scarborough Borough Council

Projects Unit (Coastal Defence Projects)

Scarborough Borough Council's 'Projects Unit' has been successful in the management of three major coastal defence schemes completed in 2019 with a combined value of £25,048,000. This has delivered the better protection of 1,028 properties (including 216 businesses) from coastal erosion, sea flooding and coastal slope instability for the next 100 years with present value benefits of £263,352k better protected. This small Borough Council team has delivered projects focused on engagement and openness with external partners and the wider public.

Swansea Council

Building On The Foundations For Future Success

A successful history of strong staff development and award-winning apprentice recruitment programs, placed Swansea Council Building Services in an excellent position when faced with outcomes, from the

service area's robust commissioning review. Reviews took 6 months to complete and resulted in outcomes of transformed existing in-house delivery. Implemented in September with a clear objective of building skills to deliver the Council's "More Homes" strategy, supporting and tackling climate change, helping eradicate fuel poverty and boost economic development through the ARBED scheme and energy efficiency measures in social housing.

Wigan Council

Reinvented, restructured and revitalised Property Maintenance Service (LBS): that contributes to key Deal 2030 objectives for the Borough of Wigan – 'providing homes for all', 'communities that care for each other', 'economic growth / inclusion', 'best start in life'

Wigan Council's Property Maintenance Services – Leigh Building Services (LBS), is a trading service encompassing a range of housing maintenance and other works. It has met threats to its position head on and has radically transformed staff and service delivery.

Despite 15-year-old rates on HM works, the service has managed to improve its operational performance

and satisfaction to stakeholders. This has been achieved through culture change, innovation, lean management, increased productivity, new technologies, multi-skilling and enhanced service planning and commercial approaches to maximise resource utilisation.

Best Service Team of the Year: Catering service

City of Bradford

Metropolitan District Council

Root, branch and branding transformation delivers new business growth in Bradford

Bradford has a pioneering school meals heritage. However, significant challenges in recent years saw the catering service lose nearly all its secondary schools, alongside growing pressures on its once solid primary school base. Urgent, wide-ranging action was needed to reverse this decline. So the catering team implemented an ambitious, wide-ranging improvement programme to restructure and modernise service provision, resulting in a much stronger focus on client relations, innovative product offerings, new branding and new business growth of over £7.5 million.

Dumfries and Galloway Council

Catering Development Group

Dumfries and Galloway Council have a Catering Development Group who look at developing menus. Its development team work on menus that encompass nursery, school and hospitality menus while ensuring that these meet national standards and guidelines. This group work together to develop theme day menu ideas, as well as helping to prepare school taster sessions that allows parents and carers to try meals and see what is offered to children and young people.

Leicestershire County Council

Catering Team

Building a Sustainable Future. In such challenging times, defining what sets the Council apart from others? Anticipating the changing landscape within the catering industry has been key in supporting the Council's success over the last year. 98.5% business retention; meeting and exceeding customer expectations; and growing the business portfolio substantially. The Council's customers and clients are sharing in the benefits

of our success through innovative incentives as it works in partnership to build cost effective solutions and a positive sustainable future together.

North Lanarkshire Council

Plastic Reduction Pilot

Plastic is incredibly versatile and long-lasting, finding its way into every corner of our lives. The very qualities that make plastic so useful also make it a huge problem. North Lanarkshire Council's Environmental Strategy was launched in April 2019. An integral part of the strategy was the Single Use Plastic Action Plan (2019-2024)-approved in November 2019. The first phase focused on the catering service. The roll out is based on a spend to save model.

Shropshire Council

Catering: Increasing Value for Money

Engaging with schools and parents to enhance children's eating habits is core to Shire Services. To enable this to happen strong added value concepts have to be marketing and put into place. Added value for some of the Council's clients is key, it has proven to support retention of business. To marry up both pupil

and parent engagement and client retention has been fundamental in retaining business. A happy client is a retained client!

Best Service Team of the Year: Facilities Management and Building Cleaning service

Dumfries and Galloway Council

Find it Clean; Keep it Clean

“Find it Clean, Keep it Clean”. The new philosophy where all Dumfries and Galloway Council employees take responsibility for keeping their own work areas clean. Being innovative Dumfries and Galloway Council looked at how it could change its cleaning services delivery to give significant cleaning budget savings in a rural area that covers 6426km². It has changed the way it cleans by introducing 5-4 day cleans in schools, 3-2 day cleans in offices and Team Cleaning into various establishments.

Education Authority (NI)

Cleaning Schools in Northern Ireland – A Time for Change

The Education Authority was established as a single body for the administration of education

in Northern Ireland and replaced five regional Education and Library Boards. Within each former Education and Library Board the model for the delivery of cleaning of schools was different and limited collaboration existed between the former ELBs. The Education Authority has established a structure within Facilities Management which brings together the provision of cleaning to schools, admin buildings, youth centres and libraries within the EA Cleaning Service.

Lincolnshire County Council

Corporate Property ONE Team Covid-19 Response

In March 2020, as UK went into lockdown as a response to Covid-19 and to reduce transmission of the virus, Lincolnshire County Council’s (LCC) Property ONE Team continued to deliver statutory and essential Facilities Management, cleaning and property services. LCC working as ONE Team with their partner VINCI Facilities, has overcome the challenges of managing and maintaining these services, many of them critical in serving the community, whilst working safely and within social distancing protocols.

North Lanarkshire Council

Facility Support Services Janitorial Review

In February 2018 North Lanarkshire Council (NLC) undertook a review of Facility Support Services (FSS) which incorporates catering, cleaning, janitorial services and school crossing patrols. FSS had 2 years to save £2.2million and reshape the service. This was achieved in 7 months with no compulsory redundancy or industrial action. The holistic approach taken was instrumental in creating dialogue with trade unions and frontline staff. With the added pressure of an ageing workforce and a huge nursery expansion.

South Tyneside Council

The diversification and expansion of South Tyneside Council's Building Cleaning Service

South Tyneside Council's Building Cleaning Team consistently strives for continuous improvement. Its improvements to date enabled significant reinvestment back into the team, allowing it to offer existing services to wider markets. In addition, investment in specialist equipment and training allowed

the Council to further diversify its extensive commercial offering. To accommodate this expansion, ensuring it continues to deliver exceptional services to all of its customers, the Council implemented a number of further improvements to modernise back office operations, significantly enhancing customer experience.

Best Service Team of the Year: Highways, Winter Maintenance and Street Lighting service

Cumbria County Council

Winter Service Review 2020

Cumbria County Council are currently responsible for the maintenance of over 7,300 kms of highway in Cumbria, of which 2,300 kms are currently treated on a full winter treatment using 29 gritters in 9 depots. The Winter Service Review (WSR) is a full 'Root and branch' review of this service taking into account the £240 plus million savings today with a further £31 million to find in the next 5 years. WSR reviews the whole service in line with Well Managed Highways.

Kent County Council / Bouygues Energies & Services

LED Street Lighting Conversion / Maintenance Project

In 2015 Bouygues Energies & Services (BYES), partnered with Kent County Council (KCC) – one of the largest lighting authorities in the UK with 120,000 streetlights – to reduce its street lighting energy consumption, impact on the environment and cut running costs. The initial aim was to reduce energy consumption by a minimum of 60% and reduce carbon emissions by a minimum of 16,000 tonnes. BYES delivered an energy-focused design solution that guarantees Kent County Council over 67% in energy savings.

South Gloucestershire Council

Streetcare team meets internationally recognised standards

South Gloucestershire Council's StreetCare team has achieved certification to the International Standards Organisation (ISO) in three different areas. Quality Management (ISO 9001), Environmental Management (ISO 14001) and is one of only a handful of local authorities to be certified for Asset Management (ISO 55001).

The three standards demonstrate commitment to the environment and that the StreetCare team meets internationally recognised standards, providing reassurance for residents and a significant selling point as South Gloucestershire Council continue to promote their services commercially.

Wigan Council

The Deal is real for Wigan's Highways

Wigan Council provides highway services to 326,000 residents, working 365 days a year to keep the borough's infrastructure and residents safe. These frontline services can be too easily be taken for granted, particularly when faced with one of the top 10 largest budget reductions – £160m (43%). In Wigan, the Council introduced The Deal, an informal agreement between the Council and residents to 'transform rather than cut services' to protect the most vulnerable and keep the frontline services that resident's value.

Best Service Team of the Year: Transport and Fleet Maintenance service

Aberdeen City Council

One of the leading Fleet operators within Scotland

This submission tells the story of the journey Aberdeen City Council has been on since summons to Public Enquiry by the Traffic Commissioner in November 2014. The areas of concern resulted in the "Operator's Licence" being curtailed by 11 vehicles from 124 to 111. This submission tells of our recovery and the initiatives and financial support invested to turn this situation around which now makes the Aberdeen City Council Fleet one of the leading Fleet operators within Scotland.

East Riding of Yorkshire Council

Fleet Standardisation

Five years ago fleet services embarked on a challenge to rationalise and standardise the council's fleet of 680 vehicles. The fleet was made up of vehicles supplied by over 20 different manufacturers. Standardising the fleet would achieve consistency, easing the burden on the availability and storage of spare parts, training, and keeping up to date with tools such as vehicle diagnostic equipment. The aim was to reduce the fleet by 10% to increase utilisation of vehicles, meaning fewer spare vehicles.

Education Authority (NI)

Supporting learning through high quality school transport in Northern Ireland

The Education Authority's school transport service plays a vital role in enabling learning by transporting over 85,000 children to and from school each day; including over 8,500 children with a special educational need. Since the EA's establishment in 2015, its School Transport Service has driven a programme of transformation to achieve improved efficiency and customer service. Key achievements include pioneering digital platforms for parents to apply for assistance, self-assess eligibility, choose their preferred transport and track their child's journey.

Fife Council

Fleet Management & Maintenance Improvements

Fleet Operations are embracing new technologies to improve fleet management, vehicle utilisation and maintenance while continuing to build on previous successes resulting in improved customer satisfaction with in-house provision. The Fleet Management System interfaces with the latest Oracle Cloud Purchasing System via a modern API interface, allowing for real time business intelligence reports. This has allowed

the service to be even more transparent across the whole business helping services achieve budget savings while maintaining service delivery for the community of Fife.

Nottingham City Council

Nottingham Passenger Transport – Better Service, Lower Cost, Fewer Emissions

The Council's Passenger Transport service has gone from a position where outsourcing was considered to one of the cheapest providers of adult and SEN transport in the country. Alongside these changes, we have improved customer service and introduced five of the first fully-electric minibuses in the UK. The Council's now offer an efficient, high-quality, low-emission service for our citizens and, despite continued challenges within the social care sector, we're committed to providing an exemplary service which meets the needs of our customers.

Wakefield Council

Resilience & Excellence – Business Continuity

Wakefield Council's Transport Services offer Fleet, Maintenance, Passenger Logistics and Driver Management Services to both public and private

sector organisations. Operating on both PCV & LGV Fleet Licences. The service had previously demonstrated operational excellence by accreditation in the DVSA's, Earned Recognition Scheme, but how could that be maintained, in the face of a perfect storm of business continuity pressures from a sudden deterioration in its maintenance workshop building amidst the Covid-19 pandemic?

Best Service Team of the Year: Waste Management and Recycling service

Ashfield District Council

'Keeping Calm and Carrying on' Ashfield District Council continuing all service during the covid-19 pandemic

The Covid-19 pandemic has brought about an unprecedented time for the work of local authorities, interrupting the daily operations and services each provides. As a result many local authorities have had to scale back their services just meet the most critical needs of its residents. Through the comprehensive and hard work from the officers at Ashfield District Council, it has been able to keep all of its Waste and Environmental operations running for the 120,000+ residents across the district.

Barnsley Metropolitan Borough Council

Creating the New Normal, BMBC Waste and Neighbourhoods Response to the Pandemic

The Coronavirus has changed all our lives, an event unprecedented in recent history; its effects on our nation will be profound. At the outset of the pandemic Waste and Neighbourhoods teams of BMBC had one aim, to maintain the best service delivery practically possible whilst protecting its key workers and residents. Through ingenuity, determination and commitment, a multi-talented and skilled team has continued to deliver high quality, customer-led critical waste collection services to meet the needs of local residents.

Dudley Metropolitan Borough Council

Covid-19 Crisis Waste Management and Recycling Team Proactive Response

Faced with a reduced workforce, daily challenges due to self-isolation and testing supply chain issues, the Directorate of Public Realm sustained excellent service continuity through a combination of strong leadership, robust decision

making, effective communication and collaboration. The leadership team brought the directorate together ensuring resources were directed in the right areas, everyone understood their roles and were able to work to the common goal of delivering the service to the quality residents were accustomed to within the resources available.

East Riding of Yorkshire Council

East Riding Waste and Recycling Team

East Riding of Yorkshire Council has achieved England's top recycling rate for three years running, receiving the inaugural trophy for "Local Authority Recycling League Champion for England". The Waste and Recycling Team's proactive schemes and close partnership working with residents has increased recycling and improved services. A focus on bin contamination through communication with residents and supporting crews, has reduced missed bins and contamination levels. Despite huge challenges and budget pressures, the team worked hard to overcome them.

Sevenoaks District Council

One Team, One Unique Service

In line with the Council's Investors in People Platinum status, it has worked incredibly hard on its attitude to waste and recycling collection. It has overcome a 'can't do' belief to a positive "no blame" culture, open to new ideas, ambitious with local communities, continuously learning and improving. The team now exemplifies the mantra "the customer is anyone who isn't me". Its success is built on empowering every single member of the team to achieve excellence in everything they do.

South Ayrshire Council Waste Strategic Operating Model

South Ayrshire Council, in partnership with Zero Waste Scotland, introduced a Scottish Household Waste Charter compliant service which introduced two additional recycling bins to all households, reduced the frequency of residual waste collections and extended its food waste service to villages and their environs. This service was modelled around existing workforce schedule, shift pattern and fully delivered in house.

The service was delivered to 57,000 properties with a combination of wheeled bins, euro bins and housings dependant on area.

Best Service Team of the Year: Street Cleansing and Streetscene service (Public Realm)

Barnsley Council

Tackling Flytipping – Partnership in Action!

Flytipping in Barnsley has historically followed the national trend with increasing rates of incidents seen locally year on year up to 2016/17. The last four years has seen its transformative approach with integrated collaborative working forming the heart of the Council's strategy to address flytipping. The Council has embedded a triple track approach of prevention, education and enforcement to tackle root causes, bring about behavioural change and deliver an end-to-end service improving the local environment for and in partnership with local communities.

Cambridge City Council

Strategy Led Service Transformation: Cambridge's Street-scene Service

The Council has successfully transformed its street scene service (c70 FTE/ £3.6M turnover) through a four year service development strategy, 2017-21. Informed by a comprehensive service review in 2015/16, the strategy has enabled the Council to secure investment in operational management, technology and improved business processes. This, in turn, has enabled it to increase service productivity, income generation and overall customer service; and, to date, deliver an 8% net revenue budget saving with no staff redundancies.

Gedling Borough Council Delivering Street Cleansing & Streetscene Services Harnessing Community Volunteers

Faced with unprecedented pressure on 'Street Cleansing Services', especially in the Top Valley/Warren Hill Estate area of Gedling Borough, both in terms of finances, and ever escalating complaints. A radical solution was required to resolve the situation. By establishing a 'Clean Streets Partnership' working together with neighbouring authorities and local resident groups in a dynamic

relationship. GBC Street Cleansing Services managed to raise standards of delivery and added social value to ensure tidier streets and better integrated waste and recycling.

London Borough of Redbridge Transformation of the Street Cleansing Services in Redbridge

Redbridge Council's vision is to transform the Street Scene. As part of this challenge one of its objectives was to review the Street Cleansing Service to ensure the provision of a fit for purpose service that meets the needs of the Borough and its residents. This project involved collaboration with all its frontline staff as well external partners to design a new service that is delivering improved service outcomes for local residents.

Nottingham City Council Becoming England's Cleanest City

One of the top five objectives in the City Council Plan is the pledge to become England's cleanest big city – with neighbourhoods just as clean as the city centre. To achieve this, the Council works closely with local partners and communities.

20 New Team Leaders have built capacity. Hands on, they are out with teams driving productivity and efficiency. To build resilience, the Council promoted from within those who deliver a 'see it, deal with it' approach.

West Lindsey District Council Street Cleansing Service Transformation

The Street Cleansing service at West Lindsey has transformed in recent years through innovative leadership, a strong desire to provide great service and value for money and by utilising the skills and hardworking ethic of its workforce. It has enhanced its internal and external relationships, exploited opportunities for service improvement including income generation and embraced new technology in order to become a flexible and popular service, ready to further improve.

Best Service Team of the Year: Parks, Grounds and Horticultural service

Ashford Borough Council

Aspire Landscape Management

Aspire is Ashford Borough Council's landscape management team;

recently brought in house, it has exceeded expectations to improve the landscape visually and environmentally. From a contracted service that carried out basic landscape tasks, it has developed a 'one stop shop' in landscape management and arboriculture. The team's specialist knowledge and ambitious 'can do' approach is complimented with a commercial trading arm that self funds continuous improvement and reinvestment in open spaces for the ultimate benefit of local residents.

Cambridge City Council

Strategy Led Service Transformation: Cambridge's Parks, Grounds and Open Spaces Service

This has successfully transformed our parks, grounds and open spaces service (c50 FTE/ £3M turnover) through a four year service development strategy, 2017-21. Informed by a comprehensive service review in 2015/16, the strategy has enabled the Council to secure investment in operational management, technology and improved business processes. This, in turn, has enabled it to increase service productivity, income generation and overall customer

service; and, to date, deliver an 8% net revenue budget saving with no staff redundancies.

Gedling Borough Council

Moving to Battery Powered Machinery

Faced with the threat of climate change and environmental pressure on its services, regarding using more environmentally-friendly options over petrol and diesel to fuel vehicles and machinery. A solution was required to resolve the situation. By procuring battery powered vehicles and machinery, the Council's Parks and Grounds staff have adopted a 'green' stance using eco-friendly fuels to reduce their CO2 emissions. Extensive trials of battery powered equipment and sensible procurement have helped reduce its carbon footprint and save money.

Nottingham City Council

Future Parks: On the Road to Net Zero

Our service aims and achievements can be grouped into Environmental, Innovation, and Sustainability. Ambitions for the city's parks and urban spaces, cleanliness, and environmental targets are clearly detailed in the Council's manifesto pledges. It achieves these aims

through combining strategy development, building support networks in the community by engaging local partners and volunteers. Attracting new funding also means the Council can build and enhance its projects. Innovative new projects have captured the imagination of the city and gained considerable support.

South Ayrshire Council

South Ayrshire Green Waste Recycling

South Ayrshire Council Grounds Maintenance Service has developed an innovative business model to manage and re-process green waste from parks, housing and public open spaces. The team have created a system in which the green waste, PAS 100, base product is enhanced to form a range of products used both internally and sold commercially. This project has not only delivered a reduction in contracted waste treatment but provided cost benefits with an enhanced service delivery across the Council.

Winkfield Parish Council

Small and perfectly formed

Small and perfectly formed – that's the team at Winkfield Parish Council. With just 4 full time staff, 9 recreation areas, incorporating 7 play areas, 5

football pitches, a cricket square and allotments are maintained. The team have worked with passion, dedication and commitment to achieve 4 Green Flag Awards, a Highly Commended IOG Industry Award and a Silver Gilt Award from Thames & Chiltern in Bloom. They continue to look for innovative improvements to aid their operation and enhance services.

Best Service Team of the Year: Cemetery and Crematorium service

Ashford Borough Council

Environment and Land Management

Ashford Borough Council's Cemetery Service, like many others, faces a challenging time, with burial space becoming increasingly sparse. As a non-statutory service, the financial pressures to demonstrate efficiency are perhaps even more acute. ABC has undertaken an extensive review of its grave spaces and administrative processes, resulting in a programme of modernisation and efficiencies. This has enabled it to enhance rather than scale back its service and better support residents at a most challenging time in their lives.

Bedford Borough Council

Bereavement Services

Bedford Borough Council's Bereavement Services team is dedicated to ensuring that consistently high quality, caring and compassionate services are delivered to families, service users and the wider community in and around Bedford. A long-standing Charter for the Bereaved Gold Status service, it has faced significant challenges over the last 2 and a half years including major infrastructure improvement projects and battles against the impact of the weather and wildlife, while continuing to deliver "business as usual".

Cardiff Council

Green Flag Heritage Flag

Cardiff Bereavement Services is an innovative, customer focused service with a 99% Customer satisfaction rating. The Bereavement Service team is a small team committed to assisting the bereaved and meeting the needs of the community it serves. It is South Wales' only holder of the Gold standard in the Charter for the Bereaved and maintain two Green Flag Sites. In 2018, it became the first cemetery in Wales to hold the Green Flag Heritage Flag for Cathays Cemetery.

Mid and East Antrim Borough Council

Embracing Change in Cemetery Provision

Mid and East Antrim (MEA) Cemetery Service consists of 20 staff managing 850 burials annually across 23 sites. Over the past three years the team introduced new rules and regulations following extensive stakeholder consultation; digitised the cemetery booking process and historical records; increased community involvement within sites; and improved biodiversity through planting trees, wildflowers and reducing herbicides. Staff development through increased training and improved management has motivated and empowered staff to deliver service excellence and transformation.

Nottingham City Council

Citizens at the heart of our first-class service

This constantly evolving service is reviewed to ensure professional, cost-effective provision while offering choice; investing in staff development; welcoming innovation; meeting the highest environmental standards and succeeding commercially. It provides cremations, burials, administration,

grounds maintenance and commercial activity, resulting in streamlined communication and an excellent wide-ranging service. The Nottingham Funeral provides local citizens with a fair priced funeral option. Thousands more burial spaces have been created and the team has also recruited more volunteers for its projects.

West Lindsey District Council

Meeting local needs sympathetically

More than £6 million has been invested by the Council into the development of Lea Fields Crematorium, which officially opened in January 2020. The state of the art facility is the first to be built in the district and means local residents have much shorter journeys, instead of travelling significant distances to facilities outside the district. Funeral directors have described it as a 'breath of fresh air and a 'much needed facility' in a 'beautiful setting'.

Best Service Team of the Year: Sports, Leisure and Cultural service

Corby Borough Council

Corby Sports, Leisure and Cultural Services

The transformation of Corby Borough over recent years has been

phenomenal, helped by considerable investment by the Council, especially in its cultural and leisure services. Working in close partnership with its health partners, improving the health and wellbeing of its community remains at the heart of the Council's Corporate Plan. The dedicated work of its Culture and Leisure Team is being rewarded in seeing significant increases in participation across all age groups, contributing to a healthier and fitter Corby community.

Derbyshire Dales District Council

Active Dales Team

The Active Dales Team is a small team who deliver a wide variety of physical activity opportunities across the district to help improve the health and wellbeing of its residents. The service is integral to the delivery of a wide range of priority agendas. The Council delivers projects such as Walking for Health, Club Development, Children and Young People's activity, Corporate Health, Body MOTs, targeted work with inactive in deprived areas and Active Ageing.

Derry City and Strabane District Council

The Alley Arts & Conference Centre leads the way in Service Improvement!

The Alley Arts and Conference Centre, Strabane, is one of the leading Arts Centre in Northern Ireland achieving many accolades for outstanding service provision and is a recognised Centre of Excellence. The Centre is committed to promoting an accessible and inclusive venue for all visitors and ensures that opportunities and programming meets the needs of customers in creating a positive cultural experience in leading the way to arts participation and community engagement.

Gateshead Council

Go Gateshead – An amazing 2019!

The Go Gateshead Sport & Leisure Service has undergone significant change since 2015, following the introduction of a new strategy devised to be more commercially focused, aimed to reduce the operating subsidy whilst delivering against policy objectives. This submission demonstrates the success specifically over the last 12 months as part of our journey in relation to key programme achievements and improvements.

Swansea Council

Swansea's Pledge for Diversity in Cultural Services

Swansea Council's Cultural team set out to develop a dynamic partnership with Race Council Cymru (RCC) to engage more Black, Asian, Minority Communities and Refugees in the cultural life of the city. The partnership has successfully pioneered a model for a culturally diverse hub within a regional theatre, to help broaden its audiences. We have also used our relationship with RCC to create A Diversity Pledge and Panel to help the Council and its partners sustain this innovative work.

West Lindsey District Council

Trinity Arts Centre

In an area of significant deprivation, the exceptionally small team at Trinity Arts Centre has succeeded in delivering real benefits to all stakeholders. This includes far greater choice for the community, a significantly increased commercial return for the Council and real opportunities to aid the health and wellbeing of residents. The teams' achievements epitomises the values of WLDC and their contribution across all elements of the Corporate Plan is way beyond the size of the team.

Best Service Team of the Year: Environmental Health, Trading Standards and Regulatory service

Cambridge City Council

Streets and Open Spaces Enforcement Team

The Enforcement Team within Streets and Open Spaces plays a pivotal role in keeping the streets and open spaces of Cambridge clean, green and tidy. The Team works seven days a week, 52 weeks a year and, in peak times between April and October, works into the evenings.

A lot of the work that they do is often underappreciated and can result in negative publicity, yet despite this they come to work every day with a positive can-do attitude.

Derby City Council

Implementing and Achieving Sustained Improvement in Food Hygiene Compliance in Domiciliary Care Settings

A campylobacter food poisoning case highlighted that domiciliary care agencies were providing food for a large number of vulnerable people in Derby. During investigation, significant issues were highlighted with this industry group. Through liaison with Adult

Care, domiciliary care providers in Derby were contacted, awareness raised and guidance provided. Initially 100% of those inspected were non-compliant with food legislation. After 2 years of support, education and enforcement, 91% of care providers are now broadly compliant and would achieve a 4/5 hygiene rating.

South Ayrshire Council

Trading Standards and Environmental Health COVID-19 Response

South Ayrshire's Trading Standards and Environmental Health (TSEH) response to the Covid-19 pandemic involved a complete re-structure of what it did, how it did it, where from and who with. Innovative solutions to home working and enforcement of new legislation were identified in order to maximise contribution to the Council's response. This required a dynamic response to the unfolding emergency and a need to maximise joint working internally, with business and partners on a national basis.

Swansea Council

Taking on the issues that matter, whether that is local or a national problem affecting our residence and the reputation of

Swansea

Trading Standards is no longer just a weights and measures section within the local authority, more complex investigations are being pushed its way. These have a huge impact on the local economy and health and wellbeing of local residents. Over the last year this has seen Swansea deal with a call centres calling in excess of 27,000 Welsh residence offering free boilers that didn't exist and also a national retailer offering a premier lobster dish which didn't have any lobster.

Wigan Council

Promoting Scam Awareness in the Local Community

Wigan Trading Standards is passionate to protect its residents from being victims of scams. Scams come in many guises, from mailshots to unwanted telephone calls or home visits, from organised foreign criminal gangs to local individual opportunists. Vulnerable residents are more likely to be a victim and can often be a repeat victim. This project of reaching out to vulnerable residents by forming new relationships with community partners has been a successful and effective way to raise education and awareness.



Overall council of the year finalists:

- Aberdeen City Council**
- Cambridge City Council**
- East Riding of Yorkshire Council**
- Mid and East Antrim Borough Council**
- Nottingham City Council**
- Swansea Council**

A big thank you to our 2020 Service Award supporters

