General Feedback from Away Day

- A possible call or half-day session could be arranged to assist with routes and related logistics.

- Hold associate meetings every six months via Microsoft Teams.

- Short videos could be used as a marketing tool.

- Ethical values should be pushed in marketing, highlighting the USP: *"No cowboys selling APSE."*

- Emphasise ethical values and a focus solely on the public sector.

- Highlight the opportunity to be part of an established organisation.

- Rebrand and promote Best Practice Reviews, Service Reviews, and the Critical Friend process. Increase the use of peer reviews.

- Consider supplying PN data as soon as associates are placed on a job to provide background information.

- For Local Government Reorganisation (LGR) in Scotland and Wales, we already have contacts who have been through this — we need to reiterate and utilise these connections.

- From Phil's session: Conduct health checks to assess progress on climate agendas and identify areas for collaboration with Solutions.

- Clearly communicate APSE's unique selling points (USPs).

- In waste services, disposal is often missing from conversations, despite being where the money lies.

- Work to bridge the gap between strategy and operational services.

- Encourage cultural collectiveness and adopt a more holistic view to support strategic goals.

- Consider what packages could be offered in relation to these needs.

- Prioritise knowledge transfer — ensure we leave people with the skills they need.

AI and Digitisation

- Use of camera technology is recommended for:

    - Vehicles

    - Asset inspections and management

    - Linking to inventory systems

    - Data analysis to identify key issues

    - Driving performance

- Tracking vehicle damage
- Monitoring collection frequency
- Managing vehicle use and maintenance
- Supporting mobile phone apps
- Providing evidence for investigations

- There is potential to improve Management Information (MI) systems.

- It is important to link back to AI, as there is currently too much data loss.

- AI should be utilised to capture and analyse relevant data, including:
  - Data analytics
  - Management of KPIs

- Drones could be used for:
  - Fly-tipping detection
  - Tree inspections
  - Biodiversity monitoring
  - Lidar inspections

- Expectations around the use of AI should be clearly highlighted.

- AI could support with automated minutes and note-taking.

- Improve data communication processes.

Local Government Reorganisation (LGR)

- Mentoring and coaching is needed for new leaders taking on new responsibilities, as:
  - People's roles are changing and may include areas they are not currently qualified for.
  - Leadership and cultural shifts are occurring.
  - Individuals are stepping up into leadership roles.

- There is a need to merge internal and external services.

- Contracts must be reviewed in this context.

- Move away from siloed ways of working.

- Conduct a review with each team.

- Acknowledge and support cultural shifts.

- Adapt ways of working to new structures.

- Support the setup of new organisations.

- Tap into members who have already been through this process.

- Engage with Town and Parish Councils to:

    - Maintain local service delivery

    - Align with contract needs

- Maintain and leverage local connections.

- Document and share the journey toward reorganisation.

Net Zero / Coaching

- Push coaching initiatives for the new financial year, as this is the best time with new budgets in place.

- Promote case studies at seminars and events — look for opportunities to tag them onto existing sessions.

- For Net Zero, identify the correct officers, stakeholders, and contacts.

- Councils can act as customers to local businesses through strategic offerings.

- Provide training groups at the operational level.

- Use a refined framework and the Critical Friend model.

- Offer coaching and mentoring at two levels: service-specific and general.

- Councils can support local businesses through coaching and mentoring.

- Consider putting together short videos to support this effort.

Procurement Reform

(*Contacts in Scotland have already implemented this.*)

- Provide training and guidance on the new legislation, including:

    - What the changes are

    - What they mean

    - What actions need to be taken

- Highlight the benefits of being a Teckal company.

- Emphasise the cost and time benefits to local authorities.

Public Interest Test

- Demonstrate the benefits of insourcing, which also highlights APSE's USP.

- Show how this mirrors Best Value opportunities.

Legal View of Teckal Companies

- Outline the benefits of being a company, including the 'synergy' created by using APSE — which may eliminate the need for procurement (in some cases).

- Provide legal views on opportunities for setting up as a company.

- Offer guidance on:

    o Setting up

    o Potential implications

    o Equality duties

    o Community involvement

- Help to set up new frameworks such as URS.

- Use dynamic purchasing systems — for example, for interim staff.

Through Public Contracts

- Emphasise cost and time benefits to local authorities.

Follow the YPO Product

- Review cost and contract implications.

- Draw on previous experiences: Am and Mel can set up framework agreements by contacting authorities. They have done this before — for example, with underground bins — and can sell services into local authorities on a commission basis.