

<b>To:</b> ENVIRONMENTAL SERVICES COMMITTEE		<b>Subject:</b>  ENVIRONMENTAL HEALTH:  APSE AWARD WINNERS 2016
<b>From:</b> HEAD OF REGULATORY SERVICES & WASTE SOLUTIONS		
<b>Date:</b> 31 January, 2017	<b>Ref:</b> BW/APSE	

**1. Purpose of Report**

1.1 To seek Committee approval to continue to participate in the annual Authority Public Service Excellence Awards and to inform of North Lanarkshire Council's recent success at the same.

**2. Background**

2.1 Authority Public Service Excellence (or APSE) is the biggest voluntary public sector benchmarking service across the United Kingdom.

2.2 It is employed by more than 200 local authorities and is recognised as being at the vanguard of local government benchmarking.

2.3 APSE membership encourages service excellence and continuous improvement in all aspects of local government service.

2.4 The award scheme is open to national competition from every local authority in the United Kingdom.

2.5 The APSE scheme covers a vast range of Council-delivered services. In addition to Environmental Health, this includes building cleaning, cemeteries/crematoria, street cleansing, refuse collection, roads/highways maintenance etc.

2.6 Participation affords local authorities the opportunity to contrast performance in a large number of comparator groups thereby gaining an invaluable insight into local efficiency and local performance in common sectors of service provision, a few of which were named above.

2.7 Participants are compelled to submit detailed accounts on a wide variety of aspects of service performance including food hygiene inspections, food standards inspections, occupational health & safety interventions and reportable accident investigations, statutory noise nuisance control, statutory public health nuisance investigations, air quality monitoring, contaminated land, housing enforcement, anti-littering/fly tipping, pest control, stray dog collection, landlord registration, highly detailed financial information including unit costs, full time/part time equivalent staff employed etc.

2.8 The details are assessed by APSE, graded and grouped together with the top performing local authorities subsequently individually audited to validate their written submissions.

2.9 Top performers receive a personal invite to the annual awards ceremony. The identities of the best and the most improved performers are not disclosed until the evening of the ceremony itself.

2.10 North Lanarkshire Council was invited to attend after being short-listed in the category: Best Performing Environmental Health Service 2016.

### **3. Outcome/Considerations**

- 3.1 At the annual APSE network performance awards ceremony held in the Hilton Hotel, Blackpool on 1<sup>st</sup> December, 2016, North Lanarkshire Council won the award for the best performing Environmental Health Service.
- 3.2 This is the second time in successive years that North Lanarkshire Council has won this coveted award, a genuinely remarkable achievement given the expansive and robust competition as well as pressures and constraints by external factors outwith local government influence or control.
- 3.3 Retaining the best performing service award would not have been possible if it were not for the industry, endeavour and commitment to excellent public service by every member of the Environmental Health Service.

### **4. Financial Implications**

- 4.1 There are no financial implications relevant to this report

### **5. Corporate Considerations**

- 5.1 The recommendations are consistent with policy and there are no personnel, legal or property implications in the report.

### **6. Recommendations**

- 6.1 That the Committee recognises the achievement delivered through the collective endeavour of the entire Environmental Health staffing compliment and grants its permission for this Service to continue to participate in this competition, going forward.



**Andrew McPherson**  
**Head of Regulatory Services & Waste Solutions**

Local Government Access to Information Act.

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