The Local Government Association (LGA) is proud to be associated with the LGC Awards for 2013. Congratulations to all the winners and everyone who has been shortlisted. This is a chance for us to celebrate the very best in local government.

The Local Government Association is the national voice of local government. We work with councils to support, promote and improve local government.

www.local.gov.uk
Innovation and achievement is deeply ingrained

This year’s LGC Awards have shown once again that a culture of innovation and achievement is deeply ingrained in local government’s psyche. Despite the vibrant nature of the sector, its successes get far too little recognition and all too often it hears only criticism from the government and the national media.

This is why the LGC Awards exist – to celebrate the best of councils’ work, led by many talented individuals who work together to bring about good value, high quality services for the benefit of tens of millions of people nationwide.

It is important that we celebrate success, even in a harsh climate in which budgets are being cut. At town, county and city halls across the country, officers and members have been making difficult decisions, which are having a very real impact on people’s lives.

Pressure on resources means it is even more important that we celebrate efficiency as councils work to offer better value as they seek to deliver first class services in a tough environment.

Never before has it been so vital to share best practice, so the best local authorities can show their counterparts the amazing things they have achieved in pursuit of better local services.

This year’s judges have been impressed that so many entries constituted original and intelligent responses to the reduced resources available.

Much of this best practice was disseminated at the live judging of the Council of the Year and Most Improved Council categories, open to many people attending the awards.

Congratulations to our winners, those councils that were highly commended and indeed everyone who took the time to enter.

Also, I would like to thank all entrants for sharing their achievements, our judges for giving up their time and both the LGA and our sponsors for their continued support.

NICK GOLDING, ACTING EDITOR, LGC

Recognising and celebrating local government’s unsung heroes

I would like to offer my warmest congratulations to all of the LGC Awards winners. These awards are our opportunity to recognise and celebrate the achievements of the many people working in local government who, day-in day-out, deliver services which make a difference to people’s lives.

This year’s entries showcase the huge efforts being made, as well as the successes delivered, by councils and their many partners. Whether it’s demonstrating improvement, innovative partnerships, or celebrating the achievements of frontline staff, the categories at the LGC Awards all offer opportunities for us to learn from the experiences of our peers. The sharing of such best practice remains central to our ability as a sector to improve our services while accommodating the financial pressures placed on us by central government.

Local government is full of unsung heroes, who spend their working lives striving to improve the lives of their communities. This event is a crucial celebration and recognition of those efforts, which the LGA is proud to be part of.

Well done to everyone who has been shortlisted, which is a huge achievement in itself.

CAROLYN DOWNS, CHIEF EXECUTIVE, LGA
Picture gallery
Picture gallery
Picture gallery
Despite the challenging times, this year we received hundreds of entries showcasing the very best from councils nationwide, across a huge range of activities. The judges’ role is always a tough one – and this year was no different.

The LGC Awards are founded on a rigorous and testing judging process that underpins their quality and reputation. It is the expertise of our judging panels and our thorough process that make the LGC Awards the local government Oscars – the awards everyone hopes to win.

We are proud to work with the very best judges – eminent chiefs, directors and experts. This year we further bolstered our panels by inviting back last year’s winners.

There is a dedicated judging panel for each category, comprising three or more specialists. When all the entries are in, judges review and rate the entries and then each panel deliberates and whittles them down to create a shortlist of six to eight. Every shortlisted organisation is invited to come and present to the judging panel and answer additional questions. This ensures that judges can probe, challenge and scrutinise each finalist.

FOR THOSE COMPETING TO BECOME COUNCIL OF THE YEAR OR THE MOST IMPROVED COUNCIL, THE CHALLENGE IS TOUGHER STILL. LGC HAS PIONEERED AN APPROACH IN WHICH EVERY FINALIST IS VISITED BY TWO OR MORE JUDGES. THE VISITING GIVES JUDGES THE OPPORTUNITY TO WITNESS COUNCIL SERVICES AND ACHIEVEMENTS AT FIRST HAND AND TO MEET STAFF AND SERVICE USERS. ONCE VISITS ARE COMPLETE, JUDGES CONVENE TO DISCUSS THE ENTRIES AND TRIANGULATE THE INFORMATION THEY HAVE GATHERED.

The judging process ensures the LGC Awards highlight the very best that local government has to offer each year. Winners, highly commended entries and finalists should be rightly proud of their achievements.
Royal Borough of Greenwich Council, winner of the Council of the Year Award 2013

And the winner is...

We would like to congratulate Royal Borough of Greenwich Council for winning the Council of the Year Award. Zurich Municipal is particularly proud to support this award as we know how much time, effort and teamwork all the entrants have to put in. When local authorities realise their vision for positive change, the benefits are felt by thousands, if not millions, of people. This means everybody wins.
Greenwich looks to the future with hope and pride after gaining royal borough status and winning plaudits for its role as a host borough for London 2012. As well as helping to deliver a successful Games and a lasting legacy it hopes to use its royal borough status as a catalyst for future prosperity.

At a time of severe public spending restraint the borough has succeeded in harnessing the opportunities presented by the Games in support of its long-term vision for Royal Greenwich as a place to live, work, learn and visit. After years of underachievement, every key indicator of educational performance for children aged 5 to 16 is expected to match or exceed national and London performance. Crime has fallen in the borough at a significantly faster rate than the Metropolitan Police average and Greenwich’s employment rate is now above the London average. Greenwich’s task now is to use this amazing year as a platform on which to build for the future prosperity of its community.

Under strong political leadership, and working with a wide range of partners, Greenwich is embedding a series of improvements to promote local growth, cut poverty, raise educational aspirations and standards, reduce crime and tackle health inequalities.

This was the closest competition for years. The winner combined long-term sustainable strategy with successful delivery across a wide range of areas. Its focus on growth and investment impressed the judges as did its work with those hit by the benefit cap. They worked strongly in partnership and have used land imaginatively for the benefit of residents. They are a council for the sector to learn from.

Judges

At the same time Greenwich is working imaginatively with partners and residents to protect them from the impact of public spending cuts by securing front-line services.
A WORD FROM THE AWARD’S SPONSOR

Zurich Municipal is proud to sponsor the prestigious LGC Council of the Year Award 2013. It is especially important this year, given the ongoing challenges faced by authorities and the communities they serve. Zurich Municipal works with our public sector clients to help manage risk in times of unprecedented change. It is uplifting to witness year on year the commitment of councils and their employees to deliver superior services and help improve residents’ lives. It is even more heartening to see them recognised.

THE SHORTLISTED TEAMS

- DERBY CITY COUNCIL
- ESSEX CC
- NEWHAM LBC
- SURREY CC
- WAKEFIELD MDC
Agilisys is committed to working with our clients to deliver significant and long-lasting improvements built around citizens’ needs. Through close partnership working, and innovative solutions such as our Agilisys Digital Platform, we help our clients deliver customer-focused services in the most effective and efficient ways. Our passion for transformation means we’re proud to continue to sponsor the Most Improved Council award for nearly a decade.
Most Improved Council of the Year Award

WINNER
FOREST OF DEAN DC
The past 12 months have marked the continuation of a three-year climb from a particularly low point for the Forest of Dean DC. While perhaps not quite at the summit, it is certainly through the clouds and now in clean air.

The transformation which this council has been undergoing is now more evident than ever; it is now punching well above its weight. The past year has seen this small rural district council deliver an ambitious agenda that has included significant amounts of new housing, securing valuable inward investment, entering strategic partnerships to improve services and save costs, delivering a new waste collection service with no external support and pioneering a new way of engaging communities. All this while maintaining day-to-day services in the face of the biggest budget cuts seen in the council's history and preparing to share its premises with the police.

This remarkable turn around has been achieved through determined yet sensitive leadership, and a loyal and empowered workforce that is trusted and given the space to innovate.

JUDGES
Clockwise, from far left
- Kay Andrews, chief executive, Agilisys
- Alan Titheridge, Agilisys
- Charlie Parker, chief executive, Oldham MBC
- Derek Myers, chief executive, Kensington and Chelsea RBC and Hammersmith and Fulham LBC
- Steve Stewart, chief executive, Northumberland CC
- Sean Harris, chief executive, Bolton MBC
- Nick Golding, acting editor, LGC
- Diana Terris, chief executive, Barnsley MBC
- Michael More, chief executive, Westminster City Council
- Joanne Roney, chief executive, Wakefield MDC

A WORD FROM THE AWARD’S SPONSOR
As supporters of the LGC Awards for nearly a decade, Agilisys recognises the importance of highlighting and celebrating excellence. We are proud to sponsor the Most Improved Council Award again this year, and look forward to seeing the innovative and inspiring ways councils are meeting today’s challenges. The awards provide a fantastic opportunity for councils and their partners not only to recognise success but also to share knowledge and best practice, something we are delighted to be a part of.

THE SHORTLISTED TEAMS
- LUTON BC
- NORWICH CITY COUNCIL
- STOKE-ON-TRENT CITY COUNCIL
- SUFFOLK CC
- SWALE BC
Congratulations to Derby City Council winner of the Business Transformation Award

We work in partnership with local government, its partners and community to create effective and efficient new models of delivery. Capita’s consulting business aids innovation, whilst applying and developing best practice, to bring significant benefits that genuinely improve services for all citizens.

Visit www.capita.co.uk/consulting
A WORD FROM THE AWARD’S SPONSOR

Capita’s consulting business works with local authorities, their partners and their customers to design and deliver improved services across all public services. In these difficult times of austerity, authorities are looking to the leading transformers to learn from new ways of working and identify how critical services can be delivered more effectively. The LGC Awards recognise and reward those who are working at today’s leading edge – delivering services in more effective, economic and innovative ways than ever before. We are delighted to be associated with these prestigious awards.

WINNER

DERBY CITY COUNCIL

The ‘one Derby, one council’ transformation programme has been the catalyst for change in the city. The success of the programme is undoubtedly due to strong leadership, a clear vision and the support and involvement of staff across the organisation. This has resulted in the identification and delivery of much-needed efficiencies while protecting frontline services and improving customer service levels. Even in these tough financial times, it has been innovating, finding better and smarter ways of doing things. It is investing in new IT so it can work more quickly and effectively. It is creating central teams that carry out activities such as finance, policy and general administration in more efficient ways. And it is taking a single, joined-up approach to the way it deals with customers to give them more choice. Key to the success of the programme is that even as significant savings are achieved, staff are experiencing the advantages of working in transformed services and customers are experiencing greater choice in the way they access services and an improved customer experience when they do. Despite delivering £42.5m savings, public satisfaction with the council has increased from 35% in 2008 to 68% in 2011.

JUDGES
Clockwise, from top right
• Ben Eggleston, director, local government, Capita Consulting
• Robin Porter, assistant chief executive, Luton BC
• Martin Reeves, chief executive, Coventry City Council
• Michael Lockwood, chief executive, Harrow LBC

THE SHORTLISTED TEAMS

● CHERWELL DC AND SOUTH NORTHAMPTOSHIRE COUNCIL
● CROYDON LBC
● HAVERING LBC

● LUTON BC
● STAFFORDSHIRE CC
● WILTSHIRE COUNCIL
● WESTMINSTER CITY COUNCIL
With Nabarro, there’s light at the beginning of the tunnel.

We keep things simple – no legal gobbledygook, just plain English.

Nabarro is delighted to congratulate all the winners of the Local Government Chronicle Awards 2013.

Contact Tim Shaw on +44 (0)114 279 4143 or Stephen Matthew on +44 (0)20 7524 6301
www.nabarro.com
Central Services Team of the Year Award

WINNER

EAST STAFFORDSHIRE BC
The programmes and transformation team is at the heart of East Staffordshire BC, striving to support all its services in delivering corporate priorities for the residents and businesses of East Staffordshire. The sheer breadth of this small central services team allows it to add exceptional value, including year-on-year procurement savings in excess of £1m over the past four years.

Through multidisciplinary and flexible working arrangements, the team manages key corporate projects – providing the council with specialist expertise and advice/guidance from procurement through to public relations. The extent of the team’s responsibilities sets it apart from larger councils (where typically a number of teams and insourcing tends to prevail) and typical districts (where such generic working, with officers work across the piece, doesn’t tend to happen).

A collective of intelligent, motivated and enthusiastic officers who contribute significantly to the council’s improvement agenda

Judges

“The team offers a complete corporate support package and is determined to make East Staffordshire a better place to live, giving its customers what they want when they want it, while ensuring its workforce is enthusiastic about delivering those services being empowered to get it right first time and not having to jump through unnecessary hoops that add nothing to anyone.”

THE SHORTLISTED TEAMS

- CHERWELL DC AND SOUTH NORTHAMPTONSHIRE COUNCIL
- DERBY CITY COUNCIL
- ESSEX CC
- REDCAR & CLEVELAND BC
- WARWICKSHIRE CC

A WORD FROM THE AWARD’S SPONSOR
Nabarro is delighted to be supporting the LGC Awards 2013. We are committed to working with local government and it is an important area of focus for our dedicated public sector team, so we are sensitive to the growing pressures faced by the sector. Our commitment to the sector goes further than client work – every year we engage with local government through a series of events and initiatives. Congratulations to all of the winners and all the shortlisted councils.

JUDGES
Clockwise, from top right
- Gifty Edila, corporate director - legal, HR and regulatory services, Hackney LBC
- Kirsty Cole, deputy chief executive, Newark & Sherwood DC
- Graeme McDonald, director, Solace
- Lesley Seary, chief executive, Islington LBC
LGC would like to congratulate the winners of the LGC Awards, the shortlisted entrants and all those who entered.

Good luck with your entries for 2014!

Thank you to all our sponsors for their continued support.

Supported by you and our sponsors

For sponsorship enquiries for 2014
Call Marie Rogers on 020 3033 2926
or email marie.rogers@EMAP.com
Children's Services Award

WINNER

LAMBETH LBC
Lambeth council’s child protection service is rated as outstanding by Ofsted; its services for children in care are also rated as outstanding, as is the adoption service. This achievement is all the more remarkable because Lambeth is one of the poorest boroughs in the country.

Its success is down to creating a ‘family’ of staff who felt supported and could thrive, the positive and genuine involvement of children and young people and supportive leadership. Many people have contributed to the turnaround in Lambeth’s children’s services and as a result some of the borough’s most vulnerable young people have been given the chance of a better life.

A focused, innovative programme that genuinely helps young people and improves outcomes accordingly

Judges

HIGHLY COMMENDED

NEWHAM LBC
Some 40% of Newham’s population is under 25 and 50% of its children live in poverty. Yet the borough has high expectations of its children and works to help them achieve their full potential. Its Every Child Programme works with schools to deliver the Newham Education Guarantee. Continued investment in early intervention and children’s centres ensures it tackles the root causes of disadvantage and supports vulnerable young people. It ensures young people have the necessary skills, abilities and qualifications to succeed in the labour market and be active in the community.

THE SHORTLISTED TEAMS

- HAMPShIRE CC
- LINCOLNSHIRE CC
- LIVERPOOL CITY COUNCIL
- NORTH EAST LINCOLNSHIRE COUNCIL
- NORTHUMBERLAND CC
- TOWER HAMLETS LBC
at the heart of the community

Congratulations to South Tyneside Council
Community Involvement Award

WINNER

SOUTH TYNECIDE MBC
‘Bored in Boldon’ is a partnership project aimed at reducing anti-social behaviour, in particular fires, in a neighbourhood in South Tyneside with exceptionally high levels of such fires. The cause was identified as young people living in the area who were bored or under the influence of alcohol. The project aims to boost life chances of young people, through their engagement in activities allowing a climate for enjoyment, mixed with skills development, while giving something back to their communities. The project resulted in significant reductions in crime and ASB across the services. As important as the hard statistics are, it is equally important that the impact was felt by residents, community leaders and businesses. The feedback was extremely positive with the local supermarket noticing a real improvement in relationships between staff and young people and the project recognised by the community as a success.

This was a fantastically well-thought out project that was being led superbly with a light touch from the council Judges.

HIGHLY COMMENDED

NORTHUMBERLAND CC
‘Ageing Well in Northumberland’ works in partnership with older people and other organisations to support older people to stay healthy, active and connected with their communities. Using an asset-based approach, the council recognises its older people as an economic, social and cultural asset, and actively involves them in the development of Ageing Well. Ageing Well is not the preserve of social care and health services and works with other organisations to accelerate thinking beyond provision of care services to tackling wider wellbeing and public health issues.

THE SHORTLISTED TEAMS

● CROYDON LBC
● LAMBETH LBC
● LUTON BC

● NEWHAM LBC
● NORTHAMPTON BC
● TOWER HAMLETS LBC

JUDGES
Clockwise, from top right
○ Tim Grier, managing director, John Laing Integrated Services
○ Jim Taylor, chief executive, Rochdale MBC
○ Dave Smith, chief executive, Sunderland City Council
○ Daniel Goodwin, executive director – local government finance and policy, Local Government Association

A WORD FROM THE AWARD’S SPONSOR
For more than 160 years John Laing has been a provider of public sector assets and services, working with local communities in their delivery. As such, we are delighted to continue to sponsor the Community Involvement Award as this award celebrates those organisations and groups that have demonstrated the ability to harness the social capital in their local communities to deliver real improvements to the quality of life for local people. Creating improvements for their communities and for those that live, learn and work in the area.
Reason says: this service is expensive to run.

Instinct says: not as costly as failing to deliver.

Decisions are rarely black and white. Dynamic organisations know they need to apply both reason and instinct to decision making. We are Grant Thornton and it’s what we do for our clients every day. Contact us to help unlock your potential for growth.

Good governance is a fundamental building block for oversight, effective control and improvement in public sector organisations. That’s why Grant Thornton is proud to celebrate excellence through sponsorship of the LGC Corporate Governance Award.

If you would like to find out more, please contact:

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Gary Devlin
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**WINNER**

**ESSEX CC**

In February 2010, the authority realised it needed to enhance its corporate governance processes and procedures, and with it bring about a cultural change to take it forward in today’s difficult financial climate. Essex CC’s Corporate Governance Project sought to demonstrably enhance the authority’s accountability, responsibility and transparency in all the decisions it makes, supported by good governance practices.

The project took a broad approach incorporating transferrable technological solutions as well as tailored responses to Essex CC’s specific local and historical challenges (such as a streamlined but dedicated structure of groups and boards tasked with focusing on corporate governance issues, and a bespoke interactive Code of Governance presented as an intranet channel). This is measured in a series of designed key performance indicators incorporated into a new corporate governance balanced scorecard.

The transparency and compliance which the officers and councillors of Essex are embedding throughout the council’s systems, processes, culture and values are an achievement which will be sustained and supported by dedicated new corporate governance capacity.

Now that it has embedded the project’s achievements into ‘business as usual’, Essex would like to recognise and celebrate its officers’ and councillors’ innovative approaches to distributing ownership and encouraging a culture of personal responsibility – and signal its ongoing commitment to supporting further developments in this area.

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**JUDGES**

Clockwise, from top right:
- Simon Lowe, partner – governance, Grant Thornton
- Tim Gilling, deputy executive director, Centre for Public Scrutiny
- Stephen Hughes, chief executive, Birmingham City Council
- Nick Walkley, chief executive, Haringey LBC
- Paul Walker, chief executive, Copeland BC

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**THE SHORTLISTED TEAMS**

- CHESHIRE WEST AND CHESTER COUNCIL
- DERBY CITY COUNCIL
- EAST SUSSEX JOINT WASTE PARTNERSHIP
- SUNDERLAND CITY COUNCIL
- SURREY CC
- WEST LINDSEY DC
Making space work harder

Strategic rationalisation of estates and the transformation of working environments is key to the long term viability of public services. From improving user experience and introducing sustainable initiatives, to reducing costs across a property portfolio, the focus is making space work harder and more efficiently.

Operating across the whole property lifecycle, from project and programme management, through cost consultancy and construction delivery to facilities management, Mace understands the challenges facing the public sector today and has significant experience working with government agencies, local authorities and county and city councils delivering real savings and benefits.

Our collaborative, innovative approach and customised solutions help create long term value from property assets.

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www.macegroup.com
A comprehensive approach with a strong narrative underpinning the programme

WINNER
NEWHAM LBC
As one of the most deprived areas in Europe, Newham simply cannot afford to waste a penny. Against the backdrop of helping deliver the London 2012 Games and facing £84m of cuts, Newham’s efficiency programme has delivered £114m of savings and its commitment to protect residents’ priorities has enabled it to spend more on tackling crime and anti-social behaviour, cleaner streets and helping residents into jobs.

Four successive years of council tax freezes has ensured the lowest council tax in Outer London. Savings have been achieved by streamlining the organisational structure and speeding up decision-making. Savings have been achieved by streamlining the organisational structure and speeding up decision-making. Centralising council services into one building (Newham Dockside) saved a total of £12m and the council is focused on making more savings.

HIGHLY COMMENDED
EAST SUSSEX JOINT WASTE PARTNERSHIP
The East Sussex Joint Waste Partnership of five local authorities will achieve savings of £30m over 10 years while improving services to customers. Competitive dialogue allowed the partnership to positively engage with companies and assess various aspects of affordability and service delivery. By providing the same collection services across 550 square miles, significant savings are achieved through more efficient routes and greater economies of scale.

THE SHORTLISTED TEAMS

- BUCKINGHAMSHIRE & MILTON KEYNES FIRE AUTHORITY
- CROYDON LBC
- LEICESTERSHIRE CC
- RICHMOND UPON THAMES LBC
- SHEFFIELD CITY COUNCIL
- WAKEFIELD MDC
INNOVATION
COMMITMENT
SUSTAINABILITY

At DONG Energy we’re committed to investing in a low carbon future, and supporting our public sector clients in meeting their environmental targets.

We are a company that is rapidly improving its green footprint by providing innovative solutions in the UK. We work closely with you to monitor, understand and reduce your gas usage – so your energy costs and environmental impact are as low as possible.

DONG Energy Sales is proud to sponsor the Energy Efficiency Category, celebrating the best practice in energy management.

For more information please call us on 0207 257 0100
www.dongenergysales.co.uk
Energy Efficiency Award

WINNER

EAST RIDING OF YORKSHIRE COUNCIL

The key council priority of optimum use of resources is operated throughout all services and is pursued with its local strategic partnership partners. It is now intrinsic to the council’s operations and all assessments take this priority into account in investment decision-making.

The council has continued to improve the energy efficiency of all council buildings, covering residential, commercial and operational, to deliver value for money within a climate of funding reductions. A reduction of 986MWh of electricity and 7,007MWh of gas have been achieved during the past year contributing to a 7% decrease in carbon emissions.

A total of £2.95m has been invested in renewable/energy efficiency measures during the past year. An invest to save approach is being increasingly employed in order to recoup and then reinvest these energy efficiency savings.

The council has responded to the specific challenge of fuel poverty by engaging with its most vulnerable residents and directing initiatives to improve household energy efficiency. Change has been promoted through technical initiatives ranging from installing photovoltaic panels and air source heat pumps to full neighbourhood renewal, and behavioural change such as providing energy efficiency advice and free energy monitors to residents and business.

The Shortlisted Teams

- EAST STAFFORDSHIRE BC
- KETTERING BC
- NOTTINGHAM CITY COUNCIL
- SWALE BC
- WILTSHIRE COUNCIL

It delivered a very effective and strong mix of strategic leadership, evidence and performance data and practical innovation

Judges

A Word From the Award’s Sponsor

DONG Energy Sales’ sponsorship of the Energy Efficiency Award represents a welcome opportunity to celebrate best practice in energy management and recognising those who made a real difference in their authorities. At DONG Energy, we’re committed to investing in a low-carbon future. We work closely with our customers to help them understand and reduce their energy usage so that their costs and environmental impact are reduced as far as possible, which in turn helps them meet their energy targets. We congratulate all of the nominees, who understand the power that energy efficiency can bring to any organisation.
Kier congratulates all winners and finalists of the LGC Awards 2013

To find how Kier can help you visit: kier.co.uk

Kier Services
Asset Management
Maintenance
Facilities Management
Environmental
Energy Solutions
Frontline Services Team of the Year Award

WINNER

NEWHAM LBC

Making Newham a place where people choose to live, work and stay is a priority. Housing underpins the council’s resilience agenda, providing the tools and skills to help residents overcome difficult circumstances.

Mandatory licensing in Newham protects the most vulnerable and drives up standards for all. As the first local authority to introduce borough-wide licensing, it has shaped the national agenda resulting in a ‘beds with sheds’ government taskforce supporting councils not using their full legal powers. It has established social landlord local space, providing properties for residents in temporary accommodation and its housing allocation policy will prioritise those making a contribution to society.

Without doubt the project must have made a positive impact on the quality of life for local residents.

Judges

HIGHLY COMMENDED

SOUTH TYNESIDE MBC

The adoption service team has proven ability to embrace change and achieve outstanding outcomes for children. Its practice is both innovative and inclusive, enabling it to forge strong relationships with all involved in the adoption process. The evidence for this is abundant, coming from inspection, national indicators, published practice, partner testimonies and customer feedback. It is consistently one of the best performing services in the country and its unique early permanence planning is creating national interest and fits exceptionally well with the government’s push for local authorities to use concurrent planning for children.

THE SHORTLISTED TEAMS

- ASSOCIATION OF GREATER MANCHESTER AUTHORITIES
- DERBY CITY COUNCIL
- GREENWICH RBC
- LUTON BC ‘NEW HORIZONS’ SERVICE
- LUTON BC CUSTOMER SERVICES
- SOUTH OXFORDSHIRE DC AND VALE OF WHITE HORSE DC
Chief Executives. Local Communities. The Homeless.

We believe in healthier outcomes for everybody.

PHAST is a leading public health and wellbeing consultancy, bringing together the most respected experts from public health and local government.

We are currently working with local authorities to support the transition process, and empowering teams to effectively use public health knowledge and skills - improving health and reducing inequalities.

As a social enterprise, we keep our costs as low as possible for clients and any financial surplus is put towards charitable projects, both nationally and internationally.

So whether you’re a Chief Executive trying to maximise funding, a manager who wants to improve services through developing your team’s public health skills, or part of an isolated population such as the homeless - PHAST means healthier outcomes for everybody.

phast.org.uk

Congratulations to all the winners at the 2013 LGC Awards.

Find out how we can help you: enquiries@phast.org.uk 0203 4795250

PHAST
HEALTHIER OUTCOMES FOR EVERYBODY
Health & Social Care Award

WINNER

TOWER HAMLETS LBC

The Tower Hamlets health and social care partnership has over the past three years transformed services for people with dementia and their carers. Through listening carefully to the views of people with dementia and their carers, and identifying and exploiting the opportunities for more effective working across health and social care including the third sector, the partnership has developed a suite of services that have demonstrably improved outcomes. For example, the number of people referred for early diagnosis has almost doubled in the space of one year, and the partnership has been able to work with clinical commissioners and local authorities in neighbouring boroughs to close three inpatient wards, open up a new ward specifically designed for people with dementia, and release £1.1m savings into the health and social care economy as a result. It is confident its approach has helped it to develop a dementia pathway that has the capacity and capability to continue to improve outcomes.

HIGHLY COMMENDED

LINCULNISHIRE CC

Lincolnshire’s Mental Health and Wellbeing Service has radically reshaped and improved support to children with mental health problems. In 2010, waiting times were 12-plus weeks and only 64% of referrals were accepted. Services are now available when concerns emerge, deliver effective treatment and prevent difficulties from worsening - for the same cost. Average waiting is now less than four weeks. Each month more than 300 children are seen and 80 advice sessions with referrers take place.

THE SHORTLISTED TEAMS

- BUCKINGHAMSHIRE CC
- DARLINGTON BC
- NORTHAMPTONSHIRE CC
- SURREY CC
- TRAFFORD MBC
- WILTSHIRE COUNCIL

A WORD FROM THE AWARD’S SPONSOR

PHAST is a community interest company. Our ethos is that nothing is more important than the nation’s health and wellbeing. With the transition of public health teams to local government, councils have an even greater opportunity to transform whole systems of health and social care, while working with communities to promote wellbeing and prevent ill health. The LGC Awards is an important part of recognising and rewarding best practice in the successful delivery of these goals.

JUDGES

Clockwise, from top right
- Catherine Brogan, chief executive, PHAST
- Peter Hay, strategic director, adults and communities, Birmingham City Council
- Jeff Jerome, specialist social care advisor
- Geoff Alltimes, consultant
- Sarah Pickup, director of adult care services, Hertfordshire CC and president, ADASS
Enterprise is a leading provider of front line services to local authorities across the UK, specialising in environmental services, highways maintenance and facilities management. Whilst our partnership ethos ensures that we provide services designed around community needs, it is our focus on innovation and best practice that allows us to meet our customers changing demands.

Enterprise would like to take this opportunity to congratulate all shortlisted entrants of the LGC Awards who have demonstrated their commitment to innovation.
Innovation Award

JUDGES
Clockwise, from top right
- John Evans, government strategic development director, Enterprise
- Sharon Kemp, assistant chief executive (people), Manchester City Council
- Kevin O’Leary, executive director, Islington LBC
- Sue Smith, chief executive, Cherwell DC and South Northamptonshire Council
- David Martin, managing director for the south, Enterprise

A WORD FROM THE AWARD’S SPONSOR
Enterprise is proud to sponsor the innovation category of the 2013 LGC Awards. As a leading provider of front-line services to local authorities, Enterprise recognises the importance of innovation in achieving best value and continuous improvement for its customers. Enterprise prides itself on being a forward thinking organisation, focused on delivering value for money for its customers while achieving the delivery of sustainable service efficiencies, through innovative thinking and development.

WINNER
SUFFOLK CC
Suffolk CC is consciously taking a proactive approach to drive financial and efficiency savings by embracing modern technology within the public sector. In September 2012 Suffolk CC launched its first ever mobile phone apps after holding the first UK local government mobile hack day in June 2012.

Citing crowdsourcing as the chosen delivery method enabled citizens across the county to directly influence and shape the entire project – an approach which had a life changing impact on 17 year old Suffolk school boy, Tom O’Brien, who was offered a position at a global IT company, Jadu, after attending the day.

Following the success of the mobile hack day and enthusiasm from teachers and pupils Suffolk has now been chosen as the first place in the country to pilot a new initiative aimed at putting mobile phone app development onto the school curriculum. As a consequence and in a bid to produce a new generation of mobile app developers across the county, all Suffolk schools can now opt in to a free scheme allowing them to access a web-based mobile app toolkit.

Suffolk is using new technology and approaches to create community-led apps. The approach has huge potential across the sector.

Judges

THE SHORTLISTED TEAMS

- BRISTOL CITY COUNCIL
- CITY OF YORK COUNCIL
- LANCASHIRE CC AND ONE CONNECT
- NORTHAMPTONSHIRE CC
- NOTTINGHAM CITY COUNCIL
- WALTHAM FOREST LBC
- WILTSHIRE COUNCIL
Balfour Beatty

Balfour Beatty is a world-class infrastructure services business. We have four market leading businesses in professional services, construction services, support services and infrastructure investments.

Balfour Beatty WorkPlace creates part of the support services business which provides ongoing operation and maintenance of assets, together with business services outsourcing and integrated delivery.

We target long-term business, where contracts range from five to 30 years - this is a significant growth area for us. The key to success is the quality of customer relationships and the ability to provide continuous improvement for customers, to build partnerships that broaden the scope of contracts and extend them through renewals.

Balfour Beatty WorkPlace provides managed services to local authorities and associated public sector bodies. The company exists to provide focus to the challenge of supporting local public sector organisations in continuing to serve their local customers.

Balfour Beatty WorkPlace is helping clients with a broad range of integrated services. We have just entered the 3rd year of a Regeneration partnership with North East Lincolnshire Council where we have had several significant successes across a range of blue and white collar services, focusing on transforming and regenerating the locality. Last November, we started a partnership with North Tyneside Council to deliver a range of back office services. Both of these partnerships are focusing on improving delivery of services to customers, against a backdrop of cost reduction. The public sector business area of Balfour Beatty WorkPlace includes our facilities management clients in both the local public sector and central government. Our client list include not only local authorities but also schools, police authorities, the Environment Agency and the high profile Aquatic Centre for the 2012 Olympics.

We build upon the delivery credentials of Balfour Beatty Group, which has seen the implementation of complex multi-discipline projects to local authorities, health trusts and educational establishments.

This experience is invaluable as outsourcing with local authorities becomes more transformational in nature and the financial demands become much more onerous.

In the current climate, there is a real need for an innovative and flexible approach which rises to the challenges created by today’s economy.

Balfour Beatty WorkPlace offers that opportunity for local authority partners to develop such a unique approach.

For more information, please contact Caroline Hopkins on 07837 319220 or caroline.hopkins@bbworkplace.com

www.bbworkplace.com
A WORD FROM THE AWARD’S SPONSOR

Balfour Beatty is proud to sponsor the LGC Awards 2013. Creating lifelong partnerships with our customers is key to the success of our business, as is developing effective working relationships with like-minded organisations in the localities we serve. We are dedicated to delivering effective, efficient, sustainable and customer-focused services which will enhance the communities and environments for the public. We see local economic partnerships as key to the sustainable development of our communities.

WINNER

DARLINGTON BC

The core aim of the Darlington Foundation for Jobs initiative was to bring together organisations, employers and education providers throughout Darlington to address the levels of employment and ‘work-readiness’ of young people under the age 25. Its aim was ambitious for the borough in that it sought, for the first time, to bring local businesses together with education providers to act collectively.

The initiative used a range of direct action and publicity to address concerns of local employers and young people. The initiative has secured a two-year investment of £102,000 from the Local Area Agreement Performance Reward Grant as well as further investment from the private sector.

Well thought through, structured partnership. Demonstratable evidence of partnership working and clear achievement of results

Judges

HIGHLY COMMENDED

WAKEFIELD MDC

Wakefield has bucked the national trend in urban regeneration; delivering key flagship cultural and urban projects through the downturn. Strong partnerships with local business and developers, and a clear commercial focus by the council, have been key to this success - protecting jobs and businesses and putting the city on the global map for visitors and investors. It has been open to business and open for business, punching above its weight both regionally and, increasingly, internationally, embedding the culture of close partnership working across the public and private sectors to take the calculated risks needed to succeed.

THE SHORTLISTED TEAMS

- ABERDEEN CITY COUNCIL
- NEWHAM LBC AND THE GREATER LONDON AUTHORITY
- MONMOUTHSHIRE CC MONMOUTHPEDIA
- MONMOUTHSHIRE CC MONMOUTHSHIRE ENTERPRISE
- SUFFOLK CC
BORN LEADERS

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Management Team Award

JUDGES
Clockwise, from top right
- Andrea Bainger, head of government and social enterprise practices, Berwick Partners
- David McNulty, chief executive, Surrey CC
- Joanna Killian, chief executive, Essex CC
- Mary Harpley, chief executive, Hounslow LBC
- Martin Pratt, director children’s services, Luton BC
- John Barradell, chief executive, City of London Corporation

A WORD FROM THE AWARD’S SPONSOR
Here at Berwick Partners our clients rely upon us to construct talented teams which are critical to their success. That’s why we’re proud to sponsor the Management Team Award, something close to our hearts. We strongly believe that a breadth of talent, opinion, judgement and experience within any organisation enables it to be more creative, to challenge existing thinking and deliver more innovatively. This year’s nominees demonstrate the true value of teamwork, of shared vision and of the spirit of co-operation, with inspiring stories of challenges overcome and expectations exceeded. We would like to congratulate Northumberland CC. We would also like to thank all of the organisations that entered this year’s awards and the judges that gave their time to make it all happen.

WINNER
NORTHUMBERLAND CC
The wider Children’s Services management team has achieved exceptional improvements, being judged ‘outstanding’ against a backdrop of £13m in-year savings. The approach is one of reflective learning, innovation and participation – with staff, children, young people and families.
This team, working with partners, has developed a range of services which Ofsted says compares with the best in the country. In tackling intractable issues, the team has acted with integrity and has further improved how it works with partners. The key test, the service user experience, demonstrates how positively this group feel their lives have been improved.

HIGHLY COMMENDED
TOWER HAMLETS LBC
Over the past year, the development and renewal’s directorate management team has delivered significant improvements, within a much reduced budget, during a period of transformational change. It’s strategic vision and ambition has been complemented by a robust approach to planning and delivery. Performance outcomes achieved include the largest number of affordable homes delivered in the country, an increase in the employment rate during a difficult economic context and month-on-month improvements in tenant satisfaction. Strong leadership and innovation has been central to the management team’s effectiveness, including a nationally regarded welfare reform programme and a pioneering social lettings agency.

THE SHORTLISTED TEAMS
- BRECKLAND DC AND SOUTH HOLLAND DC
- ENFIELD LBC
- THE SIX OLYMPIC HOST BOROUGHS
- WARWICKSHIRE CC
Local Partnerships is proud to endorse The LGC PPP Award

Local Partnerships (LP) is jointly owned by HM Treasury and the Local Government Association.

We exist to provide commercial and delivery expertise for the public sector, which includes: translating policy into delivery; supporting the effective design and efficient implementation of infrastructure projects and programmes, and working to fuel local economic growth by innovative and collaborative partnerships.

We do this by being at the leading edge of commercial practice, by being innovative with the solutions we recommend, by sharing intellectual capital freely and by building capacity within the sector. Being “in house” to the public sector makes LP easy to engage.

LP also delivers a range of high profile national programmes and is commissioned by sponsoring government departments.

If you would like more information about Local Partnerships, or need support and advice with a programme or project please contact: andrew.coleman@localpartnerships.org.uk or any member of the team: LPenquiries@local.gov.uk

Tel: 020 7187 7379

www.localpartnerships.org.uk
Public/Private Partnership Award

WINNER
GATESHEAD COUNCIL
This £347m regeneration programme is an innovative response to maintain the provision of affordable homes and sustainable communities in the current economic climate. Partners Gateshead Council, Galliford Try and Home Group housing, together with the Homes and Communities Agency, are starting to deliver 2,400 homes for private sale and affordable occupation and associated community facilities over a 15 year programme.

The community has been at the heart of this project with the involvement of 210 actively engaged residents either as Gateshead’s Urban Design Reference Group, who were trained to gain professional knowledge about how to make great neighbourhoods, or Street Representatives, who worked alongside the partners to support local consultations and report issues on the streets.

Another strength of the partnership is training and employment with an agreement that 25% of employees will come from Gateshead, 25% of contract value will be spent within Gateshead and 25% of apprentices and work placements will be from within Gateshead.

Residents have welcomed the opportunity to shape the design. One resident commented: “It’s good to think that local residents are involved and listened to - after all, we live here.”

The project showed a clear vision and set of objectives against a really difficult economic backdrop and was felt to be delivering against the odds, showing an impressive level of return.

Judges

Local Partnerships provides commercial and delivery expertise to the public sector and is proud to sponsor the LGC Awards. We would like to congratulate all of the finalists. The category highlights the advancement of public and private partnerships as well as their ability to deliver real solutions in challenging times. Local Partnerships is keen to promote innovative solutions, capacity building and best practice across the local public sector – and the shortlisted councils accomplish this.

THE SHORTLISTED TEAMS

- COVENTRY CITY COUNCIL
- CROYDON LBC
- ESSEX CC AND MITIE
- HAMPSHIRE CC AND VIRGIN MEDIA
- HAVERING LBC
- HULL CITY COUNCIL
- LEICESTERSHIRE CC

JUDGES
Clockwise, from top right:
- Mark Poppy, project director, Local Partnerships
- Paul Bond, chief executive, Lancashire CC
- Bernie Topham, chief executive, Eastleigh BC
- Deborah Cadman, chief executive, Suffolk CC
The LGC Awards recognise the success of local councils over the past year, and highlight the innovation, partnerships and leadership they are bringing to local government.

In these times, never has advancement and integration between health and social care been of such paramount importance. We are proud to be sponsoring the Public Sector Partnerships Award and applaud the huge effort of the councils involved. We would also like to take this opportunity to congratulate the winner, Trafford Council, and indeed, all those who were shortlisted for an award.

Capsticks’ health and social care team has experience of both the health and local government sector and can help you to deliver the groundbreaking solutions that now need to be provided. Find out more about how we can work with you at www.capsticks.com/partnership-social-care or email chris.brophy@capsticks.com

www.capsticks.com
Public Sector Partnerships Award

JUDGES
Clockwise, from top right
- Chris Brophy, partner, Capsticks Solicitors LLP
- Kathryn Rossiter, managing director, Thrive
- Stephen Baker, chief executive, Suffolk Coastal DC & Waveney DC
- Julian Wain, chief executive, Gloucester City Council

A WORD FROM THE AWARD'S SPONSOR
In these times, never has advancement and integration between health and social care been of such paramount importance and we applaud the huge effort that the councils involved are going to. We are proud to be sponsoring the Public Sector Partnerships Award for a second year where we have the opportunity to recognise the success councils have achieved over the past year. Capsticks' health and social care team has experience of both the health and local government sector and can help you to deliver the ground-breaking solutions that now need to be delivered.

WINNER
TRAFFORD MBC
Trafford Partnership embodies the spirit and power of effective partnership working. It is tackling key issues by driving innovative collaboration to improve services and achieve efficiencies.

The leadership sets the culture for partnership working across the borough, encouraging all sectors to work together and with local residents, enabling everyone to take action and improve their community. It is achieving great things, making significant improvements to deprived areas and attracting substantial external investment, with the community at the heart of priority-setting, decision-making and local delivery.

"The strength of the partnership was summed up by: 'The whole is greater than the sum of its parts' and the ethos that 'We all work for the partnership' and not it's individual organisations"

Judges

HIGHLY COMMENDED
ESSEX COUNTYWIDE TRAVELLER UNIT – ESSEX CC
The Essex Countywide Traveller Unit (ECTU) heralds a step change in how the public sector works with Gypsy and Traveller communities on sites in Essex and improves outcomes, reduces costs and promotes equality. The ECTU was created to address the poor outcomes experienced by the Gypsy and Traveller communities living on sites and the high costs that are incurred as a result of these poor outcomes.

The partners participating in the ECTU include the county, unitary, city, district and borough councils; the police; the fire and rescue service; and health partners.

THE SHORTLISTED TEAMS
- BOSTON BC
- BRAINTREE DC, CASTLE POINT BC, COLCHESTER BC AND ROCHFORD DC
- CAMBRIDGESHIRE CC AND NORTHAMPTONSHIRE CC –LGSS
- HAVANT BC
- LEICESTERSHIRE CC
- SOUTHEND-ON-SEA BC AND SOUTH ESSEX PARTNERSHIP UNIVERSITY NHS FOUNDATION TRUST
- TOWER HAMLETS LBC
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Congratulations to all organisations shortlisted for the Tackling Fraud category

- London Borough of Barnet, Fraud Partnership Working
- London Borough of Islington, Tackling Tenancy Fraud
- London Borough of Newham, Counter Fraud Team
- The Royal Borough of Greenwich, Anti Fraud
- Tower Hamlets Council, Fraud Management Approach
- Wolverhampton Homes, Wolverhampton City Council, Tackling Fraud
A WORD FROM THE AWARD’S SPONSOR

The cost of fraud to local government is estimated at £2.2bn a year, this is money that could be used for local services. Fraud is an issue that executive management and elected members within local authorities are dealing with, and a great deal of new thinking, best practice and innovation is being deployed – but more needs to be done.

Callcredit is proud to be sponsoring the inaugural LGC Tackling Fraud Award and to be actively helping local authorities fight fraud through its public sector solutions.

WINNER

NEWHAM LBC

Newham’s pioneering counter fraud team has developed an effective approach that sees it promote fraud awareness and tackle all types of fraud. Working with a range of partners including council services and external organisations such as HMRC, UKBA, the police and Department for Work & Pensions, it is recouping nearly £1m of council money from fraudsters. It has also undertaken a total of 148 sanctions, consisting of cautions, administrative penalties and prosecutions in the past year.

The team has one of the highest benefit case loads across London with more than 40,000 cases. This means that roughly 83% of the team’s time and resources are spent on benefit fraud and 17% on other types of investigations.

Newham was one of the first councils to pioneer networked digital recording network. The use of technology is a valuable tool in pro-active fraud prevention. The NFA also identified housing fraud as a particular area of risk and Newham has responded by becoming a part of the pilot group looking at housing fraud. It also conducts public campaigns to raise the awareness of the residents of Newham to the risks of fraud and how to report their concerns with a 24 hour fraud ‘hotline’.

Its innovative ways of working are helping to uncover other criminal offences, restoring confidence in the council and proving that crime really does not pay.

THE SHORTLISTED TEAMS

● BARNET LBC
● ISLINGTON LBC
● GREENWICH RBC

● TOWER HAMLETS LBC
● WOLVERHAMPTON CITY COUNCIL
Lifetime Achievement Award

WINNER

JOHN STEWART AND GEORGE JONES

George Jones and John Stewart first came together when they were appointed to the Layfield committee on local government finance in 1974. They formed an enduring partnership, building up an immense body of work in which they argued for the empowerment of councils.

Until then Professor Jones had been principally known for his autobiography of the Labour politician Herbert Morrison, written with Bernard Donohue. In addition to writing about local government, in his many years at the London School of Economics and Political Science, Professor Jones’s other main area of work has been Cabinet government and prime ministers.

Professor Stewart ran the Institute for local Government at the University of Birmingham. In its work over the past 40 years Inlogov has revolutionised the training of council officers and helped bring about immense improvements in the management of local public services.

Through their academic work, their visits to councils up and down the country and the column they wrote for LGC for many years, professors Jones and Stewart passionately made the case against centralisation. They often swam against the tide as central government extended its control over police, fire, water and transport, as well as local authority finance. Despite this their belief in local democracy remains undimmed.

However, we now live in an age in which every national politician describes themselves as a localist and local government is winning new powers in areas such as public health and economic development. Through professors Jones and Stewart the localist flame has burned, ensuring that today we can be optimistic that local government will win back some of its former prestige.

“Through professors Jones and Stewart the localist flame has burned, ensuring that today we can be optimistic that local government will win back some of its former prestige.
The abiding legacy of John and George was to provide a philosophy of local government which was of paramount importance to several generations of local government officers, including me. They represented local government not as the provider of miscellaneous services but as the embodiment of the community and its interests.

Sir Rodney Brooke, former chief executive, Westminster City Council; former chair, General Social Care Council

They have continued doggedly to point to the very real benefits of local power and local democracy in the face of endless centralisation. Given the whole centralised mess of government in Britain today, it’s hard to believe anything other than the fact that they were right all along. I think they’ve had a profound influence on the way people think, both inside and outside local government.

Professor Tony Travers, director, the Greater London Group, London School of Economics

They supported each other’s thinking and provided each other as critical friends and as a sounding board for ideas. They have complementary skills. Through introducing the first specific management and leadership training programmes in local government, John was the most influential academic of his day in local government.

Catherine Staite, director of the Institute of Local Government Studies at the University of Birmingham

As local government struggles for self-respect and independence we must stand on the shoulders of giants – and John and George are the greatest giants of them.

Graham Allen MP, chair, Political and Constitutional Reform Select Committee
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