

news update

Welcome to the special annual seminar edition of the APSE best value consultancy news update, a bimonthly news sheet to keep clients and associate consultants informed of what we are undertaking and also our future projects.

Time and motion study

A Metropolitan Borough Council has engaged the best value consultancy to carry out time and motion studies on the recycling section of its waste collection service. The aim is to test the performance levels in operations and provide an indication of productivity levels being achieved at the current rate of recycling by householders. The authority is

intending to use the study to create broad targets for future amendments to collection rounds. In order to achieve this, the studies will also provide a count of the numbers of bins / boxes / bags emptied and properties collected from on each day.

The studies will concentrate on two of the rounds selected by management to provide an indicative mixture of demographics and properties across the authority area (or a mixture of different operations if desired). The consultancy is due to begin another time and motion study within another local authority looking at their street sweeping rounds.

If you would like to discuss the potential benefits and outcomes of a time and motion study for your service please contact Andy Mudd, Principal Consultant amudd@apse.org.uk



Litter strategy

A Scottish authority has come to the best value consultancy looking for assistance in pulling together various elements of existing information to create a litter strategy. Internally the authority is hoping to gain council approval of service standards, as well as improved resource deployment, budget provision, effective management and key performance indicators. Externally the council is aiming to improve communication and community understanding of why they do what they do and improve partnership working with other government agencies and the private sector. The authority is hoping to develop a communication strategy - utilising "Eco Man" strap line to publish the strategy and raise awareness of the cost and environmental impact of litter, fly tipping, dog fouling, graffiti, fly posting and abandoned vehicles.

The consultancy has worked with grounds maintenance, street cleansing and environmental



enforcement in preparing the strategy/plan. Councillor and public consultation will also be considered in finalising the document. "APSE Best Value Consultancy assisted our council in the development of a litter strategy. The technical expertise, advice, and timely support made available through

the consultancy exceeded our expectations and led the development of a strategy tailored to meet our needs."

Jim Jack, NETs & Land Services Manager, West Lothian Council

If you would like to discuss the potential of implementing a litter strategy for your authority please contact Andy Mudd, Principal Consultant amudd@apse.org.uk

Free school meals pilot

Three authorities have been selected by the government to trial the provision of free school meals. Two of the selected authorities will be providing free lunch time meals to all primary school children, whilst another will be extending the



eligibility criteria for free school meals to a wider group of children at both primary and secondary level.

Significant increase in take up is anticipated in all three authorities and the government is keen to ensure that any support requirements are established at an early stage. Best value consultancy has been successful in winning the commission to carry out an initial evaluation of the pilot authorities to establish their readiness to implement the trial and to make

recommendations as to any process improvements that may be required. In addition to the original project the consultancy and lifelong learning and development will be providing training to lunch time staff.

If you have any queries regarding this project please contact Andy Mudd, Principal Consultant: amudd@apse.org.uk

Exploring the economic footprint of local services - What's yours worth?

APSE Best Value Consultancy and the Centre for Local Economic Strategies (CLES) have just

Creating resilient local economies: 
exploring the economic footprint of public services



completed examining the local economic footprint of a second local authority's Operational Services.

Recession has caused local authorities to increasingly think about their spending patterns and the extent to which they contribute to their local economy. In particular the resilience of local economies, during such difficult times, the spend characteristics of frontline service departments upon

suppliers and employees has significant implications for the circulation of monies within local economies and their subsequent resilience to economic change. Findings of the report are to be released soon.

If you wish to find out your area's economic footprint please contact Principal Consultant, Andy Mudd, amudd@apse.org.uk

Bespoke benchmarking

Benchmarking allows the comparison of performance against other public and private sector services, as well as providing opportunity to share best practice. The consultancy has recently conducted benchmarking projects within, Parking services, building cleaning, pay rates, social services transport and catering.

The Parking Services benchmarking project, was open to all London Borough Councils. It involved the establishment and review of 10 Council key performance indicators associated with parking services/enforcement and how they then compared with other public parking London authorities.



The Consultancy was commissioned by a consortium of Scottish Councils to carry out a comparison of key building maintenance activity. Specific topics addressed by the Consultant were Capital Investment Programmes

predominantly for Social Housing and Education, Gas Servicing, Repair and Maintenance, Kitchen Refurbishment, Response Repairs, Voids, Post Inspections, Surpluses, Sickness Absence, Customer Satisfaction, Quality Management Systems, and No Access Procedures and Counting.

Other projects have included benchmarking common school meal ingredients, rates of pay within performance network family groups and benchmarking performance in authorities transport services.

If you would like to discuss the potential of bespoke benchmarking for your authority please contact Andy Mudd, Principal Consultant amudd@apse.org.uk

Interim management

Interim management is the ideal solution when you are heading for, or going through, change and transition. Interim solutions provide self-employed interim professionals who possess the appropriate change management skills and experience to provide hands on support during critical phases.

"I was delighted with the professionalism and quality of the work carried out by the Interim Manager sourced through APSE and I would have no hesitation in using APSE again should I have a similar requirement".

Canice O'Rourke,
Director of Environmental Services,
Down District Council

To find out more about how the consultancy can help you, contact:

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