

news update

Welcome to the eighth ninth of the best value consultancy new update, a quarterly news sheet to keep clients and associate consultants informed of what we are undertaking and also our future projects.

APSE interim solutions is born

Further to the continued success of APSE best value consultancy in the provision of high level service managers to local authorities, it has been decided to expand the service under the banner of APSE interim solutions. Managed by Donald Stavert, APSE Interim Solutions will offer interim managers across most service areas from our large Associate base. To supply the increasing demand, targeted adverts have also been placed for those who seek opportunities as interim managers in the future.



Donald Stavert

their Prospex mapping software to determine problem hotspots and inform the future structure and deployment of enforcement officers. Given the increased powers under the Clean Neighbourhoods and Environment Act 2005, most authorities will need to regularly review their enforcement regime.

Customer satisfaction surveys

APSE best value consultancy has established a national network for the provision of customer satisfactions surveys, allowing survey work to be completed inexpensively anywhere within the UK. In many cases the results can be compared directly to those contained within APSE performance networks, allowing authorities not only the ability to determine their own local satisfaction levels but to gauge these against other similar authorities.



VFM health check

APSE best value consultancy are currently engaged by one authority to undertake a high level assessment of the entire council, across 22 functional areas to ensure that performance reflects Council priorities and also to determine those areas where efficiencies are most likely to be realised in the future.

Refuse and street cleansing

A London authority has contracted APSE Best Value Consultancy to review the entire refuse and street cleansing service. In addition to a full financial health check, the project has also required that APSE associates ride the rounds to determine what efficiency savings might be achievable and see where rebalancing is required.

Patrolling services

Councils across the Country have taken markedly different approaches to the issue of Fixed Penalty Notices and the enforcement services that deliver them. APSE best value consultancy have utilised

School Food Trust

APSE best value consultancy's increasing survey expertise has been recognised by the School Food Trust in the award of their latest survey on school meal provision in England. With demonstrable response rates close to 70% or more, the best value consultancy is now acknowledged for its expertise in targeted surveying from authority right down to street level.

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

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news update

Lifelong learning and development is the training arm of APSE. Please see details below for the Summer programme

New for 2007

New Aspects of Leadership Module - Managing and Communicating Change

Following the success of former modules on Team Leadership and Coaching, APSE is extending the scope of its leadership course with a new module on

Managing change to include the following:

- ♦ Understanding Change
- ♦ Why Change can fail
- ♦ The Challenges of Change
- ♦ Communicating Change
- ♦ Transformation and Commitment

Psychometric testing

Are you interested in using psychometric tests for measuring ability and personality traits to enhance your recruitment process or career development programme?

If so APSE is now able to provide a qualified service of Occupational Testing at Level A and Level B (Intermediate).

All testing will be carried out in accordance with the British Psychological Society standards and conditions.

Please contact Jan Mazzone, Principal trainer APSE to discuss your individual requirements 0161 772 1810 jmazzone@apse.org.uk

The new smokefree law for England comes into force on July 1st - are you prepared?

APSE is currently taking expressions of interest from members to attend a practical and legal overview of the issues for authorities to consider.

The sessions are expected to take place mid June, please e-mail jmazzone@apse.org.uk if you wish to be sent further details.

Shared services

The masterclass on shared services has been developed to include interactive sessions on the different models for authorities to choose when considering such an undertaking

Next available date is 18 May in Edinburgh

Clean Neighbourhoods and Environment Act (CNEA)

Interest for this course remains high and includes examples of the various actions local authorities have adopted since the Act came into force

Full details of the final guidance on the Clean Neighbourhoods Act can be found on the DEFRA website.

STOP PRESS...

New masterclass

Construction Design and Management Regulations (CDM) 2007

On 6 April 2007 the new Construction Design and Management Regulations came into force. APSE is currently running CDM 2007 Masterclasses in conjunction with Pinsent Masons solicitors

For those of you who missed out on Glasgow, Manchester and Leeds there are 2 further dates available in 2007. Please book early to avoid disappointment.

Further opportunities to attend

- ♦ 15/6/07 London
- ♦ 29/9/07 Birmingham

The CDM sessions will contain:

- ♦ An overview of the new Regulations
- ♦ Roles and responsibilities for CDM dutyholders e.g. client, designer, co-ordinator, principal contractor, and contractor
- ♦ Workshops on assessing competency, provision of pre-construction information, co-ordination and management
- ♦ Health and safety file
- ♦ Practical tips and advice

If the dates above are not suitable, why not hold the course in-house at your authority. APSE and Pinsent Masons are happy to deliver the Masterclass to 25 of your staff on a mutually agreed date, tailoring the course to your particular requirements.

Further details on request from Jan Mazzone 0161 772 1810 jmazzone@apse.org.uk



Forthcoming training courses

Masterclasses

Shared Services

- ♦ 18/05/07 Edinburgh

Construction Design & Management Regulations (CDM) 2007

- ♦ 15/06/07 London
- ♦ 29/06/07 Birmingham

Clean Neighbourhoods & Environment Act

- ♦ 21/06/07 Leeds

Public course programme:

Service Level Agreements

- ♦ 11/06/07 Durham

Aspects of Leadership - Managing and Communicating Change

- ♦ 14/06/07 Manchester

Project Management in Local Government

- ♦ 25/06/07 Belfast

Marketing your Service Area

- ♦ 02/07/07 Perth

Please contact Emma Barrow for details on

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