



news update

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

Sampling local play

APSE survey solutions provides a service to local authorities in the establishment, collection and analysis of customer satisfaction surveys. APSE has previously been validated by Government Departments and Agencies to help local authorities establish and conduct surveys to satisfy local and national indicators. With recent indicators covering play and leisure emerging through Local Area Agreements, APSE can conduct surveys and get any Council up and running at short notice. Over the last year APSE has provided satisfaction surveys as diverse as school meals, highways and 70 leisure centres, using face to face and internet solutions.

Unleash the power within! Council services can generate income

The Government believes that Councils should be able to generate income from their trading and charging activity. Building on the success of the Trading and Charging Masterclass APSE best value consultancy has helped a number of Council's to plan for and start to trade in a range of different services.

Rounds reconfiguration - Waste in motion

APSE best value consultancy is conducting its latest review of refuse and recycling rounds in Scotland. For 2 weeks our Associate Consultant will follow the recycling rounds to note specific difficulties and monitor productivity. Each round will be compared to the expected benchmark and a range of recommendations made to ensure future efficiency is maximised. APSE also has access to round balancing software where necessary to optimise rounds and ensure the fewest trips to the tip.

Value for money tested at ALMOs

A year or so after setting up an ALMO, many of the services that have been procured from the host authority on SLAs come up for renewal. It's often grounds maintenance and cleaning that were ill-defined in the past and the new ALMO is then faced with demonstrating value for money with insufficient information. APSE best value consultancy is currently working with a South East ALMO to redefine the scope of grounds maintenance and benchmark the service against current and future costs. The Consultancy has just completed a similar exercise in the North West involving the cleaning requirements of over 500 flats and communal properties.

Shared services - do the figures stack up?

Shared services won't go away although it's fair to say that many Councils are taking a fairly measured approach to seeking partners. APSE best value consultancy has assisted several local Authorities to assess the potential benefits of shared services for legal services, building maintenance, parking, enforcement, transport and refuse collection. Financial benefits are not always obvious and moulding together two or more different cultures can be a costly challenge in itself.

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 2008 programme. See page 2 for free training and discounts.

New for 2008...

Procurement matters

Are you complying with all current procurement regulations?

Be sure you are aware of all your obligations in:

- " procuring and supplying goods/services
- " voluntary/ third sector contracts and commissioning
- " service level agreements
- " partnership work and shared service arrangements

First course - Manchester 13 June 2008

Negotiation skills

Are you comfortable in a negotiation situation? Do you understand what is required to be a good negotiator?

Good grounding in negotiation will help you with

- " service level agreements
- " procuring and supplying goods/services
- " partnership work and shared services
- " voluntary/ third sector work
- " local authority representation
- " inter-departmental negotiation

First course - Manchester 22 September 2008

Facilitation and presentation skills

- " How can you present your message well?
- " What skills do you require to keep people's interest and control the situation?
- " Why is good communication so important in local authority today?

First course - Manchester 18 June 2008

Customer service - who cares?

What does good customer service in local authority really mean? Why is it so important now, more than ever before - and how do we get the best out of our assets (our people) to demonstrate it?

In order to be able provide that exceptional quality of customer service, staff need the skills to help them perform more effectively:

- " as individuals
- " as part of a team
- " as part of a customer focused organisation

First course - Manchester 30 June 2008

How did we rate 2007-2008?

We offered you over 100 training events, with a choice of 20 different topics at 40 different venues nationally.

...and if you were one of almost 1500 who attended

We hope you enjoyed your training and found it useful!



Forthcoming training courses

Masterclasses:

Waste Management Issues

14/05/08 Nottingham

05/09/08 Perth

Construction Design and Management Regulations (CDM) 2007

15/05/08 Manchester

23/05/08 Glasgow - FULL

12/06/08 Leeds

16/06/08 Dundee

Corporate Manslaughter

27/06/08 Belfast

Charging and Trading

30/09/08 Cardiff

Employment Issues and Legislation

25/06/08 Newcastle

24/09/08 Manchester

Public course programme:

Marketing your Service Area

13/05/08 Newcastle

20/06/08 Cardiff

08/07/08 Perth

28/07/08 Reading

Managing and communicating change

16/05/08 Swansea

26/06/08 Reading

Service Level Agreements

04/06/08 Liverpool

Procurement matters

13/06/08 Manchester

Facilities and presentation skills

18/06/08 Manchester

Making the most of the media

25/06/08 Nottingham

Customer service - who cares?

30/06/08 Manchester

Negotiation skills

22/09/08 Manchester

Member development

Performance or policy? Committees or community leadership? APSE offers members a choice of topics for workshop development:

- " Chairing committees
- " Community leadership
- " Developing a media strategy
- " Elected members and the 3rd sector
- " Leadership
- " Performance management
- " Role of elected member and frontline councillor
- " Role of Scrutiny
- " Shaping and influencing policy

Partnership work with CLES

- " Introduction to local economic development

Your topic not listed? - APSE is happy to create any bespoke courses according to your requirements.

Budget tight? Funding cut?

APSE offers a range of free training places...

Play Host

- " Host a public course and up to four of your staff attend free!
- " If you would like to host one of our public courses at your authority venue, four of your staff can attend free in exchange,
- " For more details please contact Jan Mazzone, Principal Trainer at jmazzone@apse.org.uk

Enjoy Discounts

Send five delegates to any of our public courses or Masterclasses and you pay for less than four!

Quiz

Answer our quiz question correctly for a free place at any of our training courses....

APSE Pop and Politics!

Margaret Thatcher / Watership Down

What's the link?

Answers by e-mail to admin2@apse.org.uk

First correct entry wins a free place on any course