

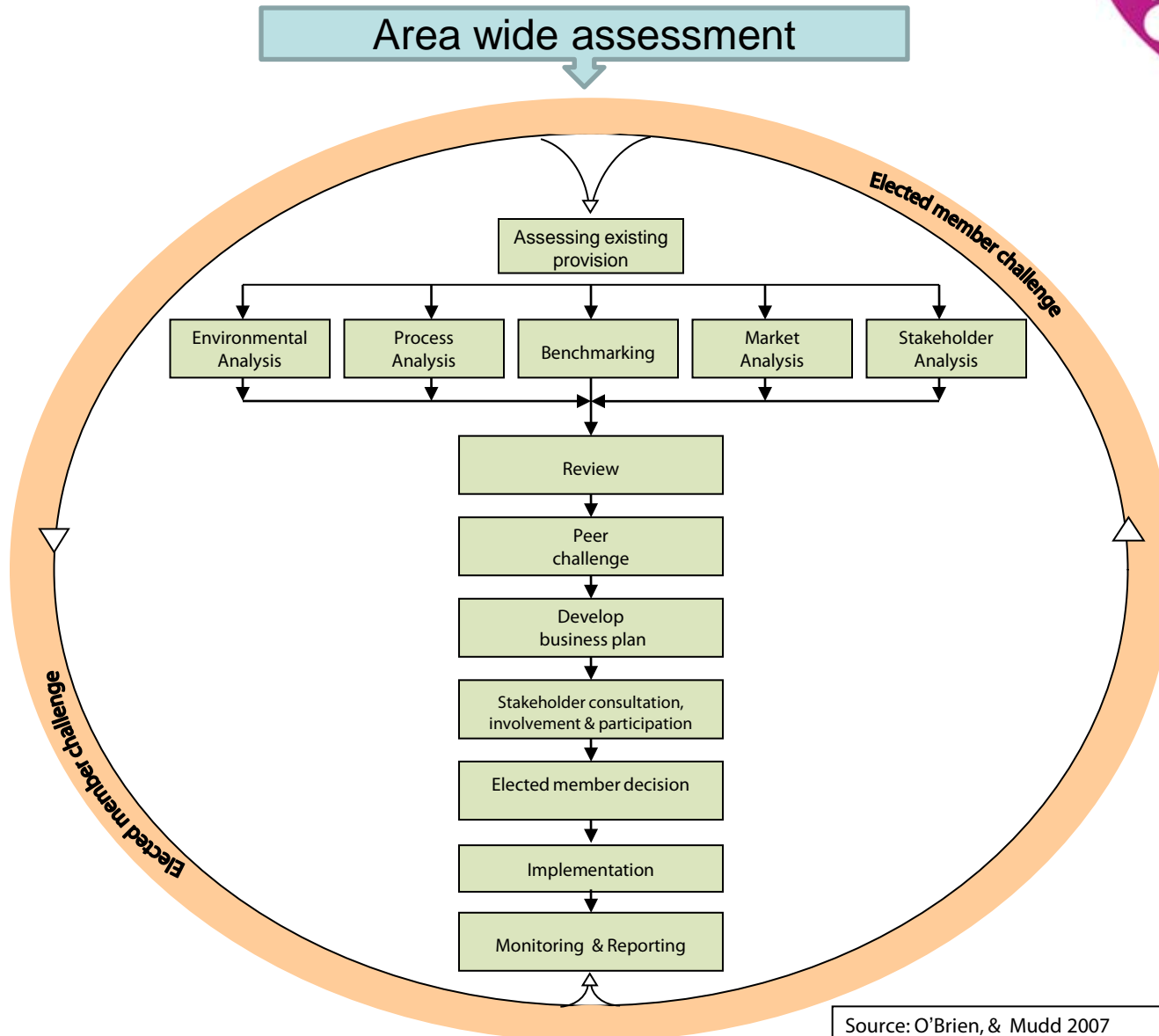
Insourcing – We can deliver!



Models for future service delivery

Paul O'Brien
Chief Executive, APSE

APSE's Competitiveness Continuum



Source: O'Brien, & Mudd 2007

Insourcing:



A guide to bringing local authority services back in-house

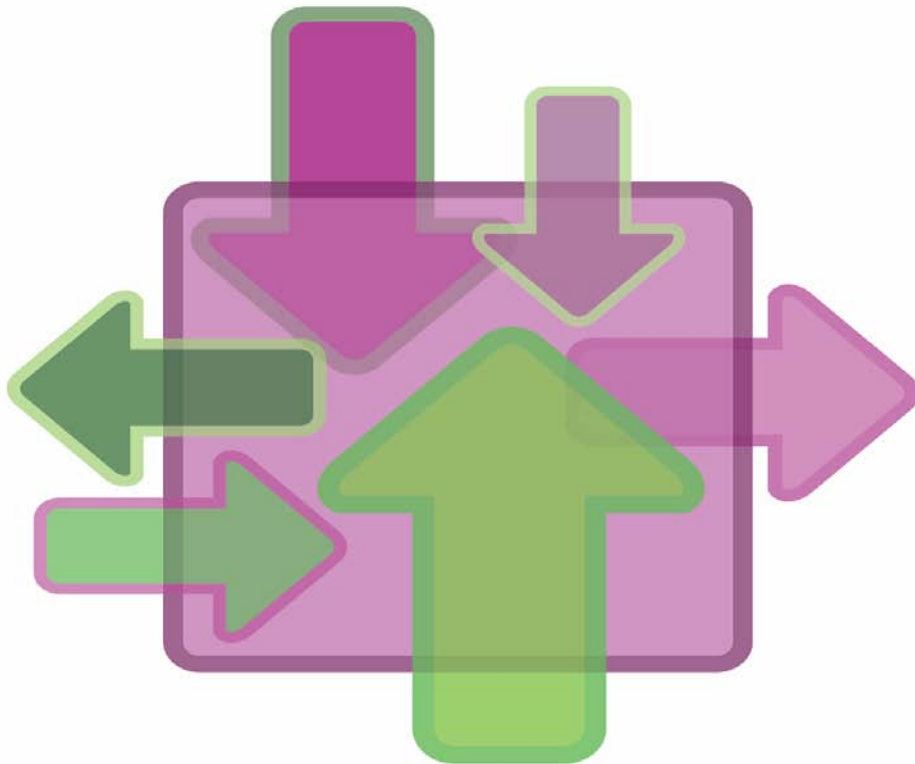




Figure 1 – Insourced services (by service area)

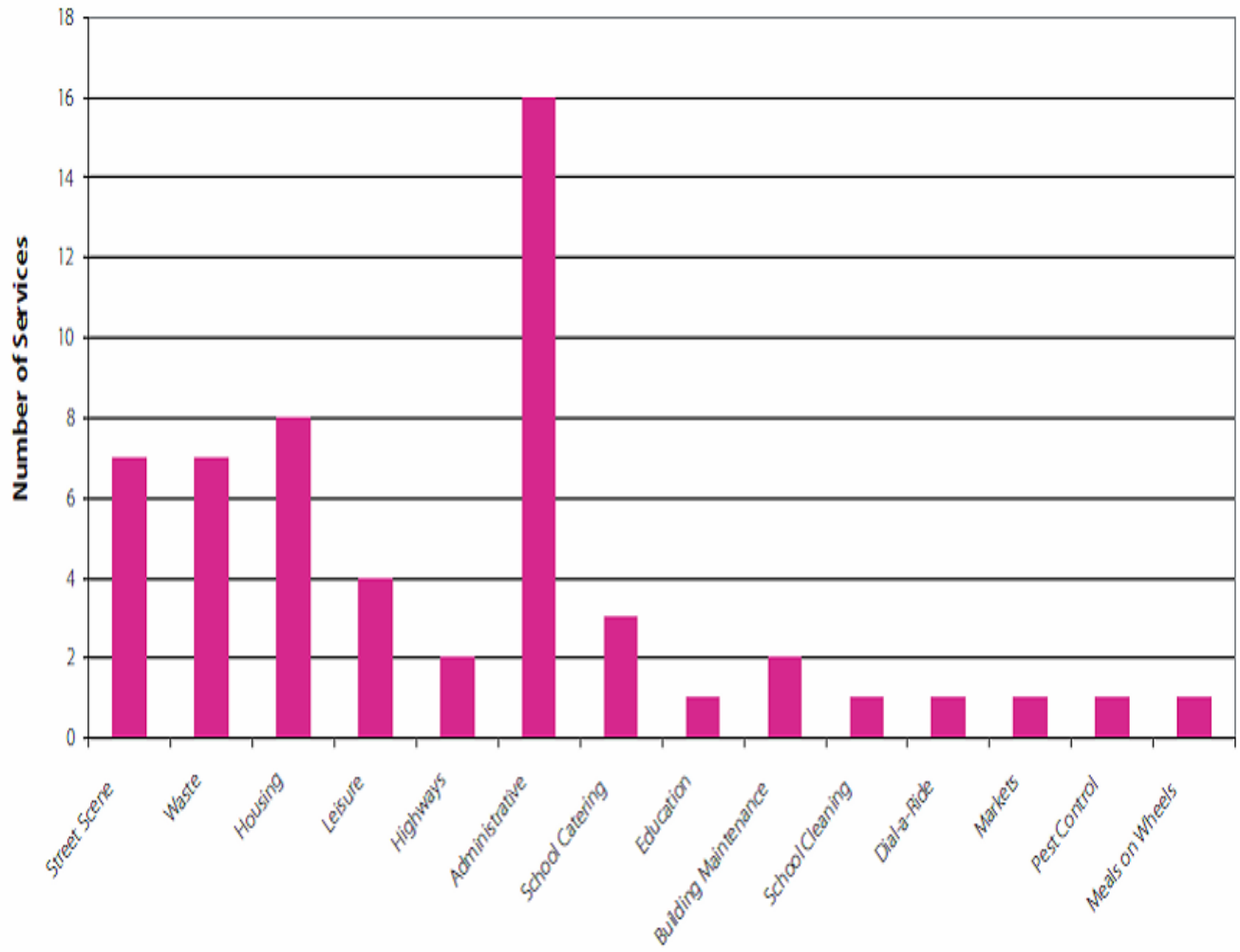




Figure 2 - Insourced services (by region)

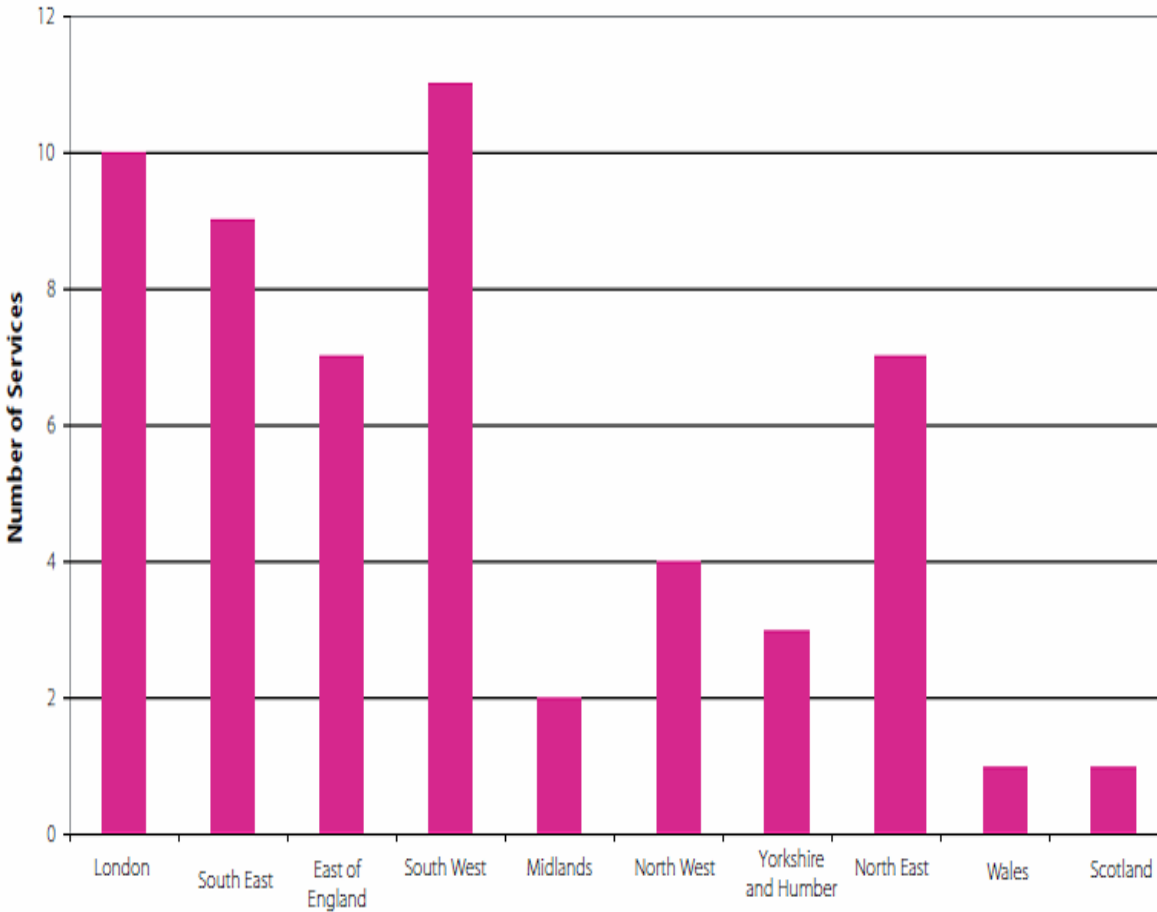
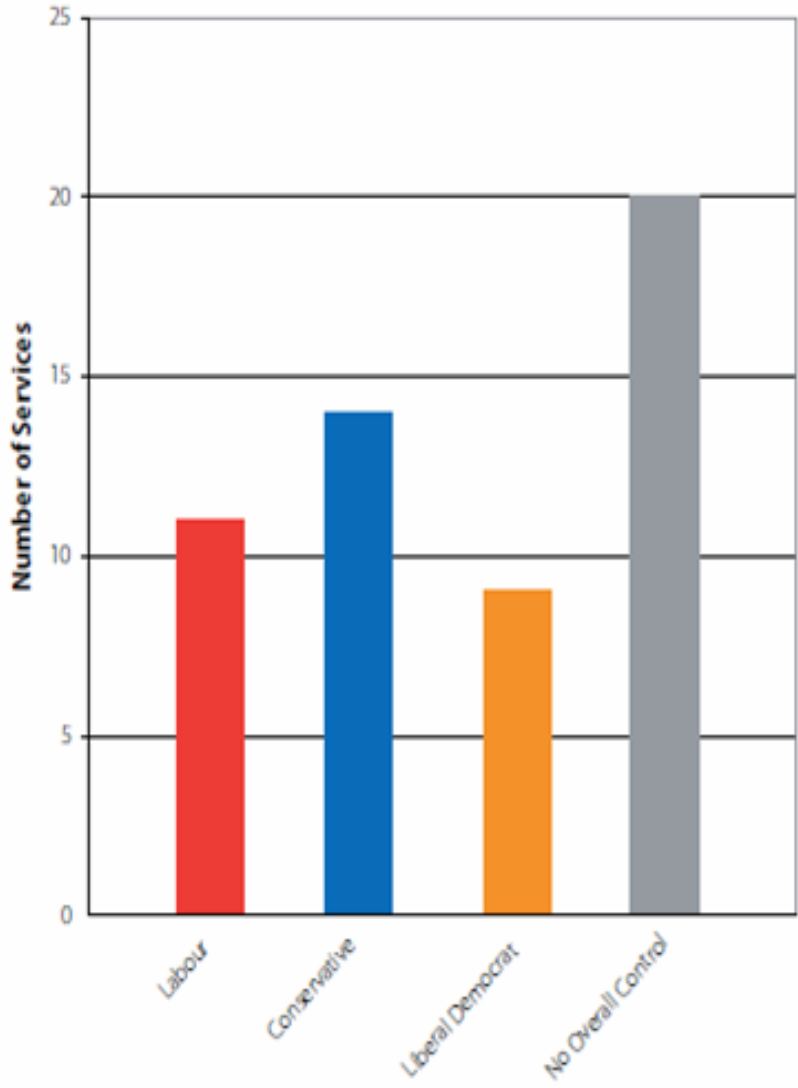




Figure 3 – Insourced services (by political control, May 2008)



APSE's
research
shows
insourcing is
happening
for **practical
reasons** rather
than any
ideological
stance.



A primary reason for insourcing appears to be related to poor performance.



The London Borough of Southwark has seen resident satisfaction ratings of its street and estate cleaning service increase from 30% to 70% in the last four years.



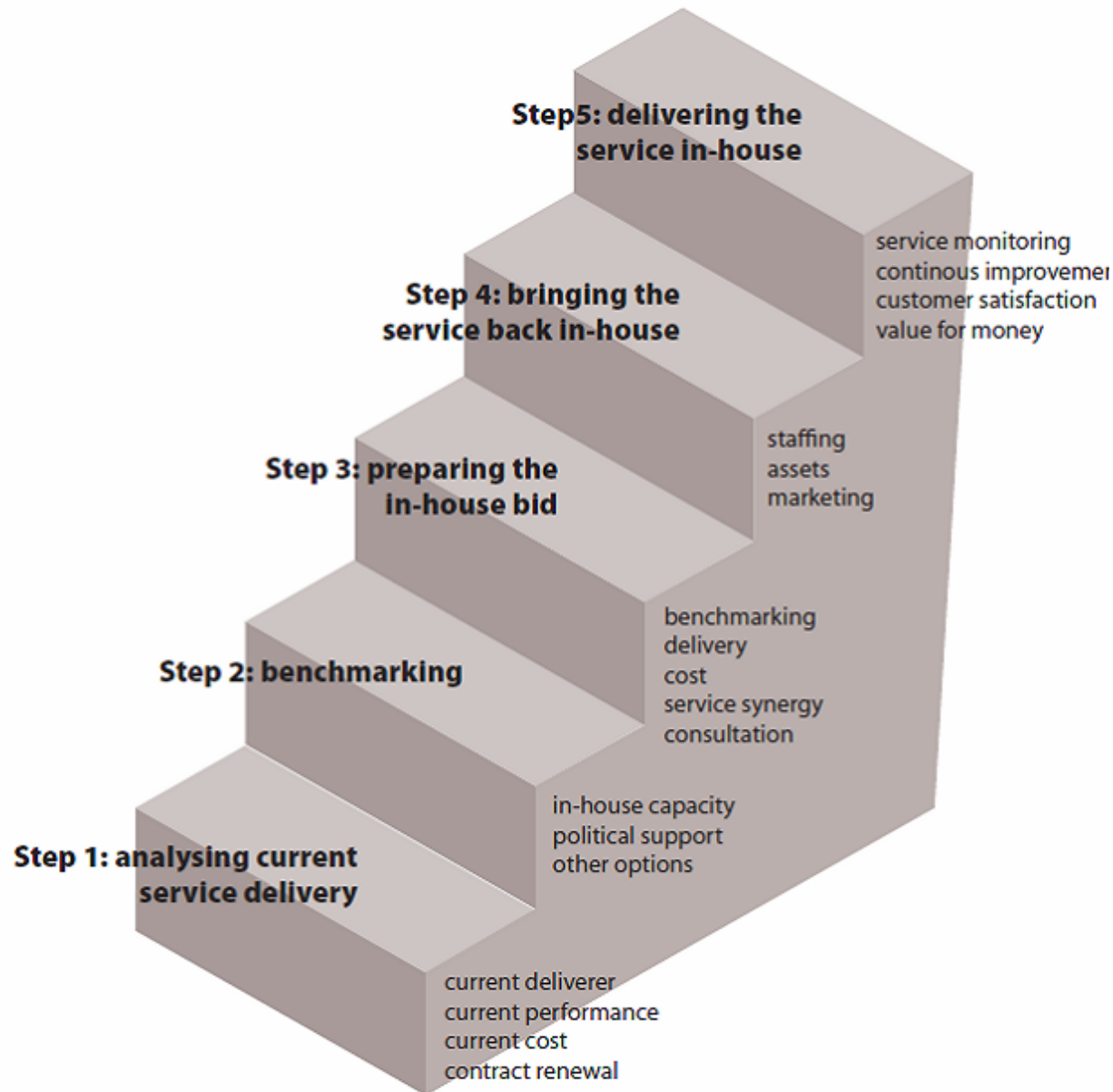
There is
**mounting
evidence** that
councils have
been bringing
services back
in-house and
are continuing
to do so.



Services have
been insourced
as part a local
authority
drive for
quality service
provision
and value for
money.

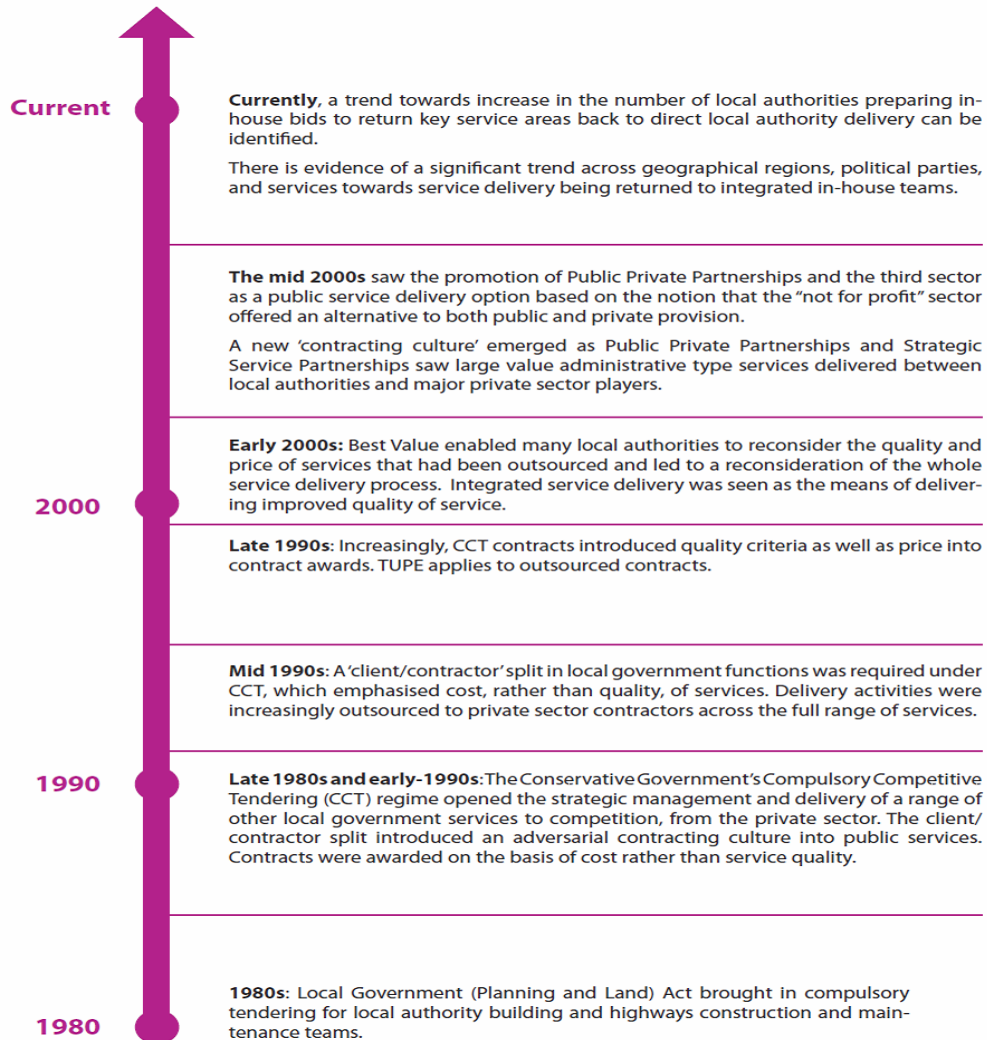


Figure 4: key steps and considerations in insourcing services





Time-line



LOCAL SERVICES

LOCAL SOLUTIONS



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