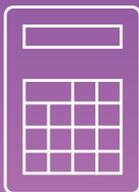


The frontline service specialists

Ethical consultancy and interim management





Welcome to APSE Solutions

Launched in 2000, APSE Solutions has been providing high-quality consultancy and interim management services to local authorities across the UK for two decades.

Complemented by a network of carefully selected associates and by APSE's own benchmarking data, APSE Solutions offers ethical and practical support in all aspects of local government service delivery, performance, and cost reduction.

We have over 500 carefully-selected and highly-qualified consultants and interims on our database



Our associates have access to APSE seminars, advisory groups, briefings and research for up-to-date knowledge of key issues



We are the insourcing experts; helping many UK councils bring failed outsourced contracts back in-house



For almost 20 years we have provided a high-quality and easily-accessible consultancy service



We have a proven track record with our clients consistently rating completed projects as excellent or good



As a non-profit, any surplus made by Solutions goes straight into providing services for APSE's local authority



Our associates have access to the largest voluntary public sector benchmarking data in the UK - used by over 200 local authorities

About APSE

The Association for Public Service Excellence (APSE) plays a unique role in local government.

Working with over 300 councils across the UK, we strive to create a positive role for local authorities in delivering high-quality, effective and efficient public services. APSE provides a unified national voice for our members whilst offering opportunities – through training courses, seminars, benchmarking, briefings and research - for councils to share best practice and develop strong and sustainable frontline services.

As a not-for-profit organisation owned by our members, all surplus generated by APSE is reinvested into the services for the benefit of our local authority members.

We are here to help local authorities, and we do everything in our power to help them achieve the excellence that the public expect.

APSE Solutions

APSE Solutions is part of the APSE family and offers unrivalled expertise in public service management. Our experienced in-house consultancy team and our wide network of associates combine first-hand knowledge of the challenges facing local government with the objectivity of a fresh pair of eyes.

We provide a consultancy and interim management service across a range of key frontline services:

Refuse Collection and Waste Management	Street Cleansing
Roads, Highways and Winter Maintenance	Transport
Parks and Horticultural Services	Education Catering
Building Repairs and Maintenance	Facilities Management
Cemeteries and Crematoria	Sport, Leisure and Cultural Services
Housing	Social Care

What solutions do we offer?

Consultancy

Underground Refuse Systems

Benchmarking

Interim Management

Health Check

Demand Management

Diagnostic Review

Surveys

Commercial Income Generation

Procurement Advice

Service Transformation

Critical Friend

Contract Management

Insourcing

Benchmarking Analysis

Service Reviews

“APSE Solutions responded exceptionally well to our requirements, they are obviously very experienced and have provided the outcomes we were hoping for.”

- Sheffield City Council

Consultancy

Our consultants have a strong track record in delivering effective solutions that reduce costs and improve performance for council services across the UK. Our team of experts combine a unique understanding of direct local authority service provision with application of the latest management techniques.

Our consultancy procedure includes a diagnostics review, followed by an options appraisal and practicable recommendations. The consultancy is enhanced by our ability to draw upon APSE's sector-leading policy knowledge, training capabilities and our unique Performance Networks data - the largest voluntary public sector benchmarking service in the UK.

Case Study 1 - Derbyshire Dales Council

The Council wanted a review of its grounds maintenance and street cleansing service with a view to identifying efficiency savings and looking at the possibility of bringing them together to form a streetscene department.

Objectives:

- Identify around 20% savings per annum.
- Look at how street cleansing and grounds maintenance were organised and make recommendations for improvement.
- Constructively challenge service managers through a diagnostic workshop.

Outcomes:

- Efficiency savings of £263,000 identified.

Case Study 2 - Doncaster Council

The Council commissioned APSE to undertake a study of current service delivery arrangements with a view to testing their competitiveness against alternative arrangements. This approach centred on the collection and comparative analysis of key performance and cost data across a full range of direct services.

Objectives:

- Identify areas for cash-releasing efficiency savings in the short to medium term. These savings are ones that are readily identifiable from initial diagnostic work and delivering these would result in some quick wins.
- Make recommendations to address further areas where more substantial savings could be identified.
- Develop detailed proposals to assist the Council in preparing evidence based business cases to address issues identified.

Outcomes:

- Short to medium term savings of £1.87 million which equated to 5.2% of the budgets for the service areas examined.
- Savings identified in the longer term amount to an additional £9.62m (21.3%).
- Savings have been identified within each service area.

“Both consultants were excellent and provided a first class piece of work within a very tight timescale”

- Belfast City Council

Interim Management

APSE Solution's interim management service draws upon an enriched database of specialists with decades of experience. As a result, they will be able to step into an appropriate role immediately.

Our interims are tailored to suit your specific needs. In addition to providing a fresh pair of eyes and an ability to challenge existing practices or culture, our interim managers can also offer local authorities a safe pair of hands during sensitive times of transition, manager absence, or when a special skill-set is required.

Case Study 1- Thurrock Council

Service area: Fleet Management

Objectives:

- Develop the needs of the new premises to accommodate the new fleet service and ensure a smooth relocation of the service.
- Project manage the design of the new facility with the Council's project team.
- Develop the existing fleet management team into a cohesive and much improved service.

Outcomes:

- Savings of £700,000 over five years after replacing all spot hired vehicles with outright purchases following a detailed cost analysis.
- All vehicles and high value items of plant had Road Angel GPS trackers fitted enabling real time activity to be measured improving efficiency.
- 10 year vehicle replacement programme produced and implemented.

Case Study 2 - Edinburgh City Council

Service area: Catering

Objectives:

- To provide a strategic focus on Alternative Business Model priorities and objectives within the catering team and review performance against programme objectives, advise and decide on any remedial action and set new targets for service improvement.
- To undertake and support consultation and engagement with principal clients and stakeholders.
- To assess and engage with cross cutting initiatives arising from the development of the in-house PSC.

Outcomes:

- Planned investment of £1.3 million in Edinburgh's schools and other catering environments as an integral part of budget and service improvement.
- A net financial benefit to the Council of circa £1.7m (or 15%) over 7 years.
- A realistic projection of significant improvement in meal uptakes in Edinburgh with the potential to contribute to longer term child health outcomes.

"This is the second time that APSE have provided an interim management solution in my area over the past couple of years and I would just like to say that the quality of interim provided on both occasions has been excellent."

- Wirral Council

Income Generation

APSE's place at the forefront of thinking on income generation gives our Solutions team an excellent understanding of commercial opportunities, and of legislative and practical aspects of trading and charging. Our experts conduct regular workshops, coaching and service reviews to identify any possibilities for income generation.

Commercialisation Guides

As well as generating income, acting in a more entrepreneurial way also allows local councils to utilise staff and resources for social justice outcomes.

That is why both APSE Scotland and APSE Wales have commissioned guides for member local authorities to explore the dynamics of commercialisation in local government.

Researched and written by Head of APSE Solutions Andy Mudd, The guides are free to download from the APSE website. Print copies are also available to order.



Pricing

At APSE Solutions we don't believe 'one size fits all'.

We will always tailor our services to your needs and budget requirements. We are happy to suggest ways to meet your needs following an informal discussion to establish what it is that you are looking for as our client.

The Solutions team will always be happy to provide you with a no-obligation quote. We also discount our rates to APSE member councils bringing even more benefit to your APSE membership. APSE members may also find using APSE Solutions is much easier than other companies or organisations because we are owned by our member councils.

We don't do hard sell so just contact:

Andy Mudd, Head of APSE Solutions

Email: amudd@apse.org.uk

Telephone: 0161 772 1810

Emma Taylor, Client Coordination Officer

Email: etaylor@apse.org.uk

Telephone: 0161 772 1810

Enquiries

For more information about APSE Solutions please contact:

Email: solutions@apse.org.uk

Telephone: 0161 772 1810

Visit our website: www.apse.org.uk



[@apseevents](#)

[@apsenews](#)

NEW MUNICIPALISM

Delivering for local people and local economies



INVESTORS
IN PEOPLE

Gold
Until 2020

Association for Public Service Excellence

telephone: 0161 772 1810
tmail: enquiries@apse.org.uk
www.apse.org.uk