

As you know APSE has responded to the COVID-19 pandemic with a support hub for our APSE Member councils which includes briefings, updates from public agencies and a range of free support and resources. However we also recognise that many of our local councils are currently coping with additional service challenges such as staff being seconded to deal with specific pandemic duties and re-organisation of work into priority areas.

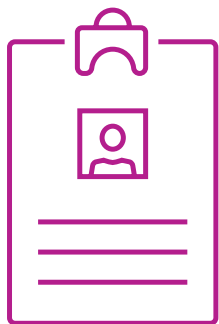


APSE Solutions, which is part of APSE's not-for-profit family of services has therefore developed a specific new service to help local councils with a dedicated COVID-19 Helpline including sourcing interim managers and call off consultancy support, offered in new flexible ways to help you cope with the new challenges.

## Helpline purpose?

- ✓ To help member councils respond to the significant challenges presented by COVID-19 and the additional demands that this is placing on local government.
- ✓ To provide APSE Member councils with immediate access to expertise, advice and additional resource on an on-demand basis.
- ✓ To provide a fast, effective and easy to manage route to a wide range of local government professionals.

## What we can offer?



APSE's database of over 500 Associates includes highly experienced professionals covering all areas of local government – from waste and streetscene services to bereavement services and building control.

The Solutions team has a proven track record in supporting local authorities to deliver tangible outcomes, whether that is improving service efficiency, identifying cost savings or creating income generation opportunities.

Each Associate is experienced at working across councils, supporting in house teams and collaborating closely with chief executives and senior officers.

## How we can help?

The aim of this service is to provide easy and flexible access to the sort of short-term support that will help keep services running smoothly. For example;

- ✓ Strategic advice: providing a sounding board for your leadership team, supporting them as a 'critical friend'.
- ✓ Mentoring: in the current crisis you will be asking a lot of all your staff. APSE Solutions offers practical advice and support to those who are stepping out of their comfort zone.
- ✓ Problem-solving: APSE Solutions can pick up any urgent, specific challenges that your team hasn't got the time or 'space' to address as they strive to maintain service delivery.
- ✓ Solutions development: our Associates have experience of solutions from a wide range of local authorities. They can help your teams identify solutions that have been shown to work elsewhere and advise on how you can adopt and deploy these
- ✓ Shared working: our Associates understand how to make cooperative working between councils work. They can support your teams as they look to work with neighbouring authorities and other organisations (eg the NHS).
- ✓ Planning for the future: Once the current lockdown is lifted services such as leisure that are largely on hold will need to remobilise quickly. APSE Solutions can help you to meet the challenge this will pose.

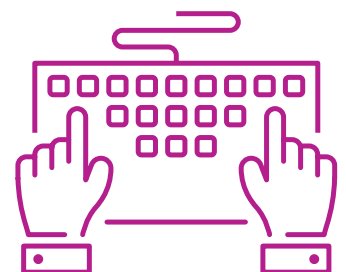
## How it works

The APSE Helpline service gives your council immediate access to one or more of our Associates either by email, phone or online collaboration (MS Teams/Zoom).

A simple exchange of emails can create a call off facility for up to 28 hours of support for your council. This can be renewed or extended at any time.

We provide you with the information needed to communicate the service across your council by email.

Members of your team submit a brief support request via email and APSE identifies the most suitable member of the Solutions team to provide support.



One of the team makes initial contact to further understand the requirement. This is not subtracted from the call off facility.

We agree the right level of support and how this will be delivered, along with an estimate of the number of hours this will take.

APSE Solutions will coordinate and monitor the support requested and provide an update by email every 48 hours. This will show a summary of all requested projects, the support being provided, the hours allocated against the call-off facility.

## What does this cost?



APSE believes that it should be striving to provide the most appropriate and useful support to its Members whilst ensuring that this does not exacerbate the financial challenges that the pandemic is causing. Call off support is provided at APSE member consultancy rates with a minimum of just one hour of support. For a tailored proposal contact the Solutions team through Emma Taylor on 0161 772 1810 or email [etaylor@apse.org.uk](mailto:etaylor@apse.org.uk)

One of the Solutions team will, as part of an initial free consultation call, advise if they think the work being requested is likely to require a more significant amount of resource and/or input.

**Stay safe everyone!**

