

# Fast track your transformation

Our tried and tested model

...delivers quick results

*“Our transformation programme has exceeded its initial savings target and is now on course to deliver significant repeatable, cashable savings of £48 million over a four year period. This is great news for the council and the local tax payer. By taking this proactive approach we’ve maintained or improved customer service levels and kept council tax increases to a minimum.”*

Gillian Beasley, Chief Executive, Peterborough City Council



# Let your challenges become ours

## You're tasked with:

- Keeping council tax increases low
- Achieving substantial cashable efficiency savings for the foreseeable future
- Joining up public services
- Maintaining and improving service performance and customer satisfaction
- Delivering key targets for strategic growth
- Reducing carbon impact

## Why re-invent the wheel to get your transformation programme going?

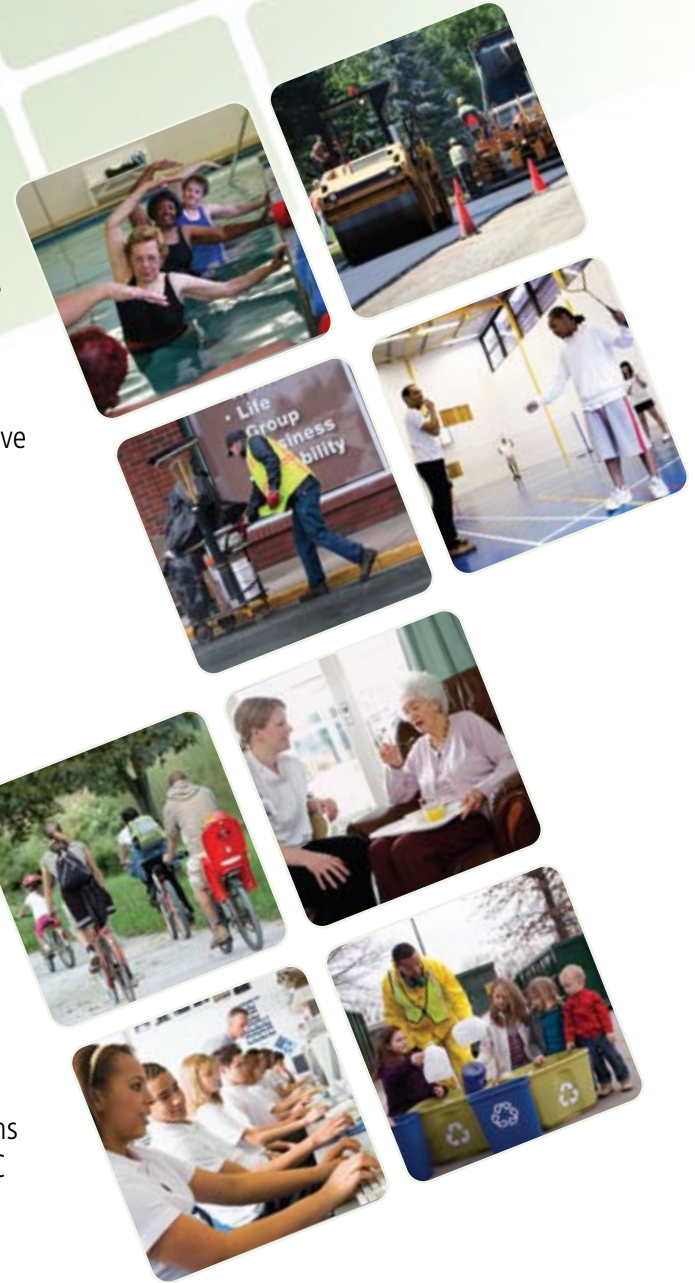
We have immense experience of delivering transformation programmes across a wide range of council services, with a return on investment (ROI) of nearly £5 for every £1 for some of our clients.

We're here to help you – don't delay, give us a call for a no-obligation conversation.

*At v4, we're a results-driven team. We diagnose the solution and then, roll our sleeves up to deliver it. Our focus is on the outcome and getting there quickly*

## We offer:

- A proven track-record in local government service transformation and efficiency, with over 70 projects being managed for one client alone
- A delivery model which takes cost in one year and delivers savings in perpetuity. The demonstrable return on investment enables the programme to drive real and sustainable change
- Skilled, tried and tested personnel to work in partnership with your existing teams. Our approach is flexible with 'turn-on/turn-off' resources for one-off projects or we can develop a fully operational transformation programme
- Robust governance and gateway processes for realising benefits, minimising risk and maximising value
- A focus on achieving the right blend of savings and performance
- Tailor-made programme and project management software that provides complete visibility of the programme, early extraction of savings and milestone/management reporting
- A vast array of expertise, which has delivered success for our clients
- A reputation for delivery with national accreditations for our transformation and efficiency work (MJ, LGC and Government Business Awards)



# What are the benefits?

You can choose an approach that suits your needs and is tailor-made for your organisation. Here's a range of projects we've delivered, this list is just a sample of projects, so please give us a call to find out how we can help you.

Service	Benefits	Actual savings/year
Adult Social Care	Adult Social Care contracts renegotiated using commercial supplier management disciplines – <b>Savings released for front-line services</b>	£1.5m
Back office/transactional services	Shared back-office initiative reduced business administration costs and provided more coherent and systematic support to front-line services plus new income stream for the council	£1.2m
Children's Services	The numbers of children and young people occupying expensive out-of-city social care placements reduced from 386 to 343 through a methodical approach to assuring that care needs were met less expensively – <b>Savings spent on better services</b>	£888k
	Improvements to the business processes in the intake and assessment function in children's social care services massively reduced the time taken for assessments, reduced the risk and improved child protection – <b>Savings spent on better services</b>	£300k
Civil Engineering & Transport	Commercial disciplines applied to the procurement of civil and transport engineering works	£1.3m
Customer Services	Customer services transformation programme resulted in: 86% reduction in abandoned calls; 87% increase in the number of calls answered within 20 seconds; 25% increase in the overall volume of calls handled; improved linguistic capabilities; more focused training and better equipped staff; Government's Customer Services Excellence Award	£90k
Facilities Management	Better management of contracting in the property design and maintenance function	£570k
Human Resources	HR transformation programme resulted in: reduction in positions from 41 to 25; improved efficiency through introduction of generalist roles; better processes with end-to-end visibility and control; improved job satisfaction within the team; significant improvement in both internal communications and relations with trade unions; a new 'can-do' attitude in the department that is responsive and in tune with the needs of the organisation	£600k
	Voluntary Redundancy programme managed in collaboration with the trade unions without a single disputed case. The leading principal trade union referred the approach to national employers as an example of how the workforce and management should work together to achieve efficiencies	£3m
ICT	A professionally managed tender process led to the smooth outsourcing of a council's ICT services delivering significant improvements in technical capability and business resilience	£550k
Leisure Services	Effective programme and professional management of a Leisure Trust programme to generate savings and provide the Trust with the ability to more successfully apply for external funding	£500k
Procurement	Paperless purchasing system implemented using the existing Oracle financials software platform	£2.8m
	70+ stationery suppliers replaced with a single supplier delivering better customer service standards, a huge reduction in unnecessary stock levels and fewer carbon-producing deliveries	£245k
	Specialist buyers using best practices in category management	£1.5m
Social Care	Co-location of social care teams and the homelessness service in modern, flexible workspace promoted vastly improved co-operation across the various specialist functions	£250k
	A more commercial and disciplined approach to the procurement of services commissioned for people seeking to end dependency on drugs and alcohol – <b>Savings released for front-line services</b>	£460k
Waste Management	The massive financial and environmental risks arising out of the requirement to stop using landfill for waste have been effectively reduced through high quality management of a council's waste strategy	
	Operating efficiencies delivered within waste management and grounds maintenance service while being prepared to be taken into a fully commercial setting through a partnership with a commercial supplier	£1.8m

# Like what you see? .... then talk to us

It's critical that any business transformation programme is 'central' to the whole organisation and has support from senior management and your members.

We offer workshop sessions for authorities, typically at cabinet and corporate management team level, to assess the readiness of an organisation for transformation. This is often run by ourselves together with our officer and council member clients so we can engage both politically and managerially.

If required we can also provide a 'one-stop shop' for all senior interim/consulting requirements. The benefits of which are:

- Source, select and appoint the best person/ consultancy to get the job done
- Clear guidelines communicated across the organisation as to when it is appropriate to use external consultants and agency staff
- Opportunity to work collaboratively with other public bodies locally, regionally and nationally
- Assessment of the most appropriate delivery contract
- Optimisation of your expenditure for strategic priorities ensuring authorisation in line with internal protocols
- Monitor performance, progress and outputs
- Mitigate the risk associated with suppliers moving on
- Grow and embed internal knowledge and greater skill-sets
- A totally flexible resourcing model that is fully compliant with EU and UK procurement standards and an assurance that all spend is 'on contract' i.e. scheduled and known
- A single point of contact for all billing and payment with just one monthly invoice for the client

## What are the options for buying in the service?

Our services can be procured immediately through an OGC Buying Solutions Framework Agreement which is EU compliant and means that cashable savings can be delivered straight away.

## About V4 Services

We design and deliver nationally recognised and award-winning business transformation/change programmes across the public sector.

With a blend of private and public sector experience, our approach is innovative and challenging. We understand our clients' key drivers and make savings quickly to re-invest in sustainable service improvement.

Our people have held senior level positions in Local Authorities and the commercial sector and bring with them an understanding of the political, environmental, social and technological setting faced by today's public sector.

### Contact our team:

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