

can you help? deliver savings
wary of outsourcing
need sound information
skills and capability
make it happen
transformation
realistic view
big numbers
quickly

We can
business processes
frontline waste
demand appraisal
supplier options
commissioning
strategy
reduce
efficiency
savings
collaboration
social enterprise
environmental
back office

your costs
management
procurement
return on investment
services
children

shared negotiations
leisure
adult trusts
social care



V4's work with our partners has been recognised by the following external bodies:



2011
'Local Government Procurement' category
Commended Woking Borough Council

'Revenue Generation' category
Winner Peterborough City Council

2010
'Local Government Procurement' category
Winner Peterborough City Council

Crème de la Crème Business Awards 2011
– 'Outstanding Public Sector Procurement'
Winner Peterborough City Council

Chartered Institute of Purchasing and Supply,
Supply Management Awards 2010 'Best Cross-
Functional Teamwork' category
Peterborough City Council shortlisted

MJ Awards 2010, Environmental Innovation in
Waste Collection Achievement of the Year
Finalist Peterborough City Council

LGC Awards 2010 'Efficiency and Transformational
Government' category
Finalist Peterborough City Council

LGC Finance Efficiency Initiative 2009
'Winner' Peterborough City Council

SOLACE
For leadership and delivery of Peterborough City Council's
challenging Business Transformation Programme.

These are typical questions that we get asked when we meet Chief Executives, Senior Management Teams and members:

“We're very wary of outsourcing and whether it really can deliver savings and operational efficiencies. We need good, sound information with experience of making it happen. Can you help?”

Councillor

“Procurement in our council has evolved during the years, but we realise now that it's too far down the organisation and we don't have the internal skills and capability to deliver savings from our supplier base quickly. Can you help?”

Director of Finance

“Our transformation programme has been running for two years and has delivered savings but nowhere near the scale that we need to get to. We need a realistic view of what we can now do to hit the big numbers. Can you help?”

Chief Executive

Yes we can!

- We'll more than cover our cost, with a typical return on investment of between £3 and £5 for every pound spent
- We'll work with you to make the wheel turn faster and not to reinvent it, driving your own innovation.

Interested?then find out more about the benefits we deliver

Delivering sustainable savings with you

V4 is a leading provider of local government cost reduction solutions including:

- Commercial Procurement
- capital programme and project management
- management and delivery of whole council programmes or individual cost reduction projects
- solutions for providing non-statutory services such as leisure and culture, through partnerships with the voluntary sector, private sector or setting up new delivery models such as social enterprises and trusts

- other innovative solutions that can help turn aspirations into reality and position services in readiness for the emerging health and localism agendas
- On-demand skills – V4 resourcing provides quick and easy routes to ‘tried, tested and extremely experienced’ personnel across virtually every aspect of local government. We meet needs as varied as: running an end-to-end procurement process for outsourcing environmental services, to the production of a business case for new residential care homes and the commissioning of services.

As an AMTEC consortium member on the OGC’s Buying Solutions MCAS Framework, we provide local government with a choice of flexible options for buying our services.

“V4 has brought a fresh commercial perspective to our organisation. Procurement is becoming a strategic tool by which we can better shape our services and achieve improved financial, operational and environmental performance.”
Ray Morgan, Chief Executive, Woking Borough Council

Working in partnership

We work in partnership with our clients, typically operating from inside the council, to lead delivery and drive change using our political and commercial skills and our intrinsic understanding of local government.

Our focus:

- Cost reduction
- Improved outcomes for local people
- Increased operational efficiency
- Innovation in service delivery and new opportunities for delivery arising from the Localism Bill
- Sustainability and enhanced environmental performance

Our people

Our company is founded on years of director-level experience both within local government and the private sector. We have a proven track-record and an increasing number of councils within our client base. It matters to us that we deliver what we say and that’s why we have genuine and impressive client references and have achieved national awards for delivering substantial savings and improvements together.

Commercial procurement leadership and delivery

Our services

We set up and, where required, manage commercial procurement hubs or individual projects to meet budget challenges and driving sustainable financial savings.

We:

- Work alongside the Senior Management Team and members in the provision of commercial leadership/ challenge and advice to support them in making and implementing the right strategic decisions.
- Drive value for money from the supplier base and work with them and the Council to improve operational performance, carbon reduction and customer experience.
- Explore and promote entrepreneurial and innovative approaches to service delivery and evaluate the variety of options ranging from in-house, outsourcing, joint ventures, employee co-operatives, social enterprises, etc.
- Ensure our clients get the most out of commissioning by: understanding the objectives of service providers; shaping agreements that are sustainable and are in the best interests of the local community; and improving supplier relationships so that we work together to achieve better financial, social, environmental and technological outcomes.

The benefits

- Typical return on investment of between £3 - £5 for every £1 spent
- Experience of delivering over 500 local authority procurement projects covering all service areas
- On-demand resourcing model enabling service specific skills to be turned on and off as required
- Support economic regeneration and sustainable procurement objectives
- Embed a confident commercial approach – internal knowledge, skills transfer and training
- Consistent and comprehensive controls with policies and procedures in place to ensure that every pound spent is genuinely needed
- Collaborative working

Some of our clients

- Calderdale Metropolitan Borough Council
- City of York Council
- Peterborough City Council
- Woking Borough Council



“The v4 team hit the ground running. They clearly understood our strategic priorities and the political and financial setting within which we must achieve substantial change. They have a vast knowledge of the local government arena and combine this with a very practical, hands-on approach to get on with the task in hand and deliver quickly.”

Kersten England, Chief Executive, City of York Council

Capital programme management and regeneration

Our services

Now more than ever is the time to make sure you get the most out of your regeneration budget. We provide a complete end-to-end process from feasibility through to day-to-day programme management.

Some of our clients

- **Aylesbury Vale District Council** – management and delivery of the town’s regeneration programme including:
 - Redevelopment of council offices
 - Phase 1 and 2. Refurbishment of existing offices and the provision of a new council chamber and conference facilities.
 - Phase 3. Development of approximately 4,300m² of offices and support facilities to house 300 staff.
- **Aylesbury Waterside Theatre** – construction of brand new, 1,200 capacity regional theatre and entertainment venue (£42 million project, opened in October 2010)
- **Aqua Vale Leisure Complex** – refurbishment and extension of the existing leisure complex providing:
 - refurbished cafe positioned to serve the users of the adjoining Vale Park
 - installation of a retractable roof on the outdoor pool to provide year-round access
 - addition of a second flume and refurbishment of the original
 - improved energy efficiency
 - increased gym, fitness and parking provision
- **Dacorum Borough Council**

Our experience

Working both for the public and private sector, means that we have a thorough understanding of the needs of both parties. We offer the following integrated package:

- Conduct feasibility studies and options appraisals
- Integrate the project within the town/city vision and existing strategies
- Produce the outline business case
- Identify broader transformation options arising from the programme e.g. ICT, process change, customer services, back office services, agile/home working
- Stakeholder engagement and communication
- Review services contracts and establish operational processes for managing the projects
- Lead the design and construction teams
- Implement project governance and reporting for senior management team and council members
- Run the programme management office and manage the timeline, risk and finance
- Resolve issues and create solutions
- Successfully procure the services and construction teams
- Deliver an ‘on target, on budget’ programme



“We have a very ambitious vision for the regeneration of our town and the provision of a first-class leisure, arts and cultural offering. V4 have been instrumental in making this vision become a reality; working closely with our staff, members and community and providing clear direction, coordination and delivery of our regeneration projects. They have worked with us to implement strong governance; engagement and management of stakeholders and suppliers; financial tracking to enable informed decision making; and a proactive risk, management and performance structure.”

Andrew Grant, Chief Executive, Aylesbury Vale District Council

Management and delivery of council-wide cost reduction

Our approach

We lead, manage and deliver whole council cost reduction programmes as well as individual change projects resulting in year on-year cost savings. Examples of some of the projects and the savings/benefits are detailed on page 12.

The benefits

- Substantial sustainable savings delivered
- Typical return on investment of £5 for every £1 spent
- Deliver 'quick wins' and longer term projects
- Risks managed to reduce impact on frontline services

Some of our clients

- Calderdale Metropolitan Borough Council
- City of York Council
- Peterborough City Council
- Woking Borough Council

A structure that works

Dedicated programme and project management team	✓
Robust and transparent governance structure and gateway process with clear lines of responsibility for approval/reporting	✓
'Invest to save' fund with model to take cost in one year and deliver savings in perpetuity. The demonstrable return on investment enables the programme to drive real and sustainable change	✓
Tailor-made programme and project management software to manage whole transformation programme	✓
All projects delivered through blend of internal/external resource. Build internal skills, knowledge and capability	✓
OJEU compliant resourcing structure implemented to procure specialist, skilled personnel through a 'professional services partnership' which ensures a mandate, budget and defined outputs/outcomes prior to any engagement	✓



“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

Leisure and cultural services

new solutions

Our services

We know how challenging it will be to generate efficiencies of around 25 per cent in the next few years, especially when local people value leisure and cultural services so highly. We can help you deliver the same outcomes at lower cost – protecting front line services and improving the lives of local people.

Our experience

Our leisure and cultural service specialists are all highly experienced in the public and private sectors. We have a deep understanding of the way that leisure facilities and cultural services are developed and delivered. Our approach is refreshingly different – and we are always direct and pragmatic. We build a business case to demonstrate the scale of return that you can expect from investment in V4 expertise.

Some of our clients

- Cheshire West & Chester Council
- London Borough of Newham
- London Borough of Redbridge
- Redcar and Cleveland Council
- Stoke on Trent City Council

Our objectives are to:

- Combine our strategic procurement expertise and service knowledge to evaluate different outsourcing and partnership models to provide leisure and cultural facilities and services
- Help you “sweat your assets” – by improving strategic planning and by making sure that community, leisure and cultural facilities are affordable and able to meet future needs
- Help to evaluate the performance of existing partnerships and ‘stress test’ the contractual relationships with operators of community, leisure and cultural facilities
- Accelerate your transformation plans by providing expert support to make change happen quickly
- Turn aspirations into reality – by providing innovative solutions to ‘unlock’ your development plans
- Prepare the leisure and cultural services to respond to the opportunities presented by new health commissioning and the localism agenda
- Provide ‘turnkey’ service transfer support – involving all ‘not for profit’ and social enterprise outsourcing/ partnership models – fast track ‘Trust’ formation to service transfer, acting as ‘honest broker’ in the development of sustainable Partnership Funding and Lease Agreements



“...the brief was very extensive – a Feasibility Study for a £30 million facilities development project and an Options Appraisal for future service delivery. The team worked closely with the authority and solicitors to develop the documentation set, leading the process of registration, charitable recognition, business planning and eventual service transfer. All achieved in a very short timescale due to the thorough understanding of the full range of issues.”

Iain Varah, Chief Culture, Sport and Community Learning Officer,
London Borough of Redbridge



Contact our team:

Aylesbury Office
V4 Services Ltd
1st Floor
Barclays House
Gatehouse Way
Aylesbury
Bucks HP19 8DB


Peterborough Office
V4 Services Ltd
5 Cowgate
Peterborough PE1 1LR

Stafford Office
V4 Services Ltd
Units 2-06
St Albans House
St Albans Road
Stafford ST16 3DP

Telephone 0871 716 6440
Email contactus@v4services.co.uk
www.v4services.co.uk



Registered in England and Wales No. 6574923
© V4 Services Ltd, 2011

 Printed on paper stock sourced from responsibly managed forests (FSC).
Totally Chlorine Free (TCF) and fully recyclable and biodegradable.

