



Transforming Together

Delivering improved public services at lower cost

“ The Improvement and Efficiency Social Enterprise exists to help all UK public bodies improve and become even more efficient. We have a highly skilled team and a network of subject specialists. We can work with you to identify where you can make savings; ensure you are getting the best deals on the market; and your local taxpayers are getting the most for their money with continuously improved high quality services.”

Dr Andrew Larnner, Chief Executive, iESE

Dear Colleague,

Introducing the Improvement and Efficiency Social Enterprise

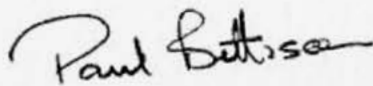
iESE exists to help you deliver improved local public services at a lower cost. We care because we are owned led, and governed by councils. We pride ourselves on delivering results not reports with over £250m in cashable savings already made.

Our experienced team and network of specialist associates have enabled us to transform all aspects of local public service. Our tools, services and partnerships give you a one-stop-shop for your transformation support.

As a Premier Practice of the Institute of Consulting, we are committed to the highest standards of quality and integrity. As a not for profit social enterprise you can be confident that any surplus is invested back into local public services.

Thank you for taking the time to learn more about iESE. To find out how we can help you, please do not hesitate to contact us at enquiries@iese.gov.uk or call 01883 732 957.

Yours faithfully,



Cllr Paul Bettison
Chairman



Dr Andrew Lerner
Chief Executive



Nationwide



75% of UK councils are now using our services.

We support change in 8-10 councils at any one time

iESE Products

Our very experienced team and network of subject matter experts enable us to support all types of public body and transform all aspects of public service from leadership and corporate management to both back office and front line service.

Our tools reduce your workload and save you money, our services increase your capacity and transform your business, and our partnership expertise help you make radical transformations to your performance – either with other public bodies or with us as a social enterprise.

Our online services are used by over 75% of UK councils and we are on-site helping 8 to 10 public authorities at any one time.

iESE fully understood our pressures and constraints and helped us identify where real change could happen. Their successful reviews not only resulted in cashable savings, but enabled us to ensure that our much relied upon services continue and our residents are happy. Our staff appreciated their hands-on, practical and focused approach with their sustainable results speaking for themselves.

Geoff Bonner, Chief Executive,
Hart District Council

Corporate Challenge

Our tailored challenge to lead members and chief executives is a no-nonsense approach to working with your top team. We can ensure your efficiency, leadership and corporate governance programmes are on track to meet targets and help re-focus efforts where necessary.

Our review ensures you know exactly where you need to focus to achieve maximum efficiency and our development plan includes a number of in-house support days that can provide additional skills to service teams as required.

iESE helped us initiate a new corporate improvement programme that will introduce new ways of working and will help us to achieve efficiency savings of £1.4 million over the next three years.

David Neudegg, Chief Executive,
West Oxfordshire District Council

Shared Services

We have worked with councils to not only identify where shared services would benefit council taxpayers but have also overseen the development and roll out of new ways of working. Our practical hands on support to members and officers has led to more collaborative working that has enabled them to quantify and realise real savings year on year.

Our new Shared Procurement Service (SPS) is also helping leverage efficiency savings and manage markets, allowing for a more strategic, joined up approach to managing budgets. Already it's saved one council over £100k and a spend and opportunities review for another has saved £831k.

We asked iESE to review our procurement to ensure it was legally compliant. We soon realised that we could improve the service and by sharing it with others save on the cost of the service as well as procure higher quality products and services at a lower cost, for example, iESE recently helped us save £1 million from our M&E contract by reviewing our arrangement.

Andrew Grant, Chief Executive,
Aylesbury Vale District Council

Procurement Services

Our no nonsense approach has made immediate savings, even smaller public bodies have seen savings of £250K a year realised within days. We have completed and implemented reviews of all external spend delivering savings of millions of pounds for each customer.

We have also armed customers with the tools and skills to better manage their procurement and contract management in the future.

We asked iESE to help us improve our procurement capability which was identified as a means of delivering ambitious savings targets. The iESE team brought specialist expertise and knowledge to the party which resulted in real cashable savings and, longer term, laid the basis of a more informed approach to contract management by council staff.

Mary Orton, Chief Executive,
Waverley Borough Council

Waste Services

Recognised by government as a national lead in delivering waste knowledge transfer, direct support and market engagement to local authorities, iESE are a delivery partner to DEFRA. Our support programme, compiled with the help of government, the LGA, WRAP and Keep Britain Tidy, ensures we offer a bespoke service that cannot be found elsewhere. Our Waste Management Services Framework is a UK first and offers councils a compliant route to the waste market.

Live for four years, councils can potentially save up to £85m, procure in half the time and reduce red tape. It's a groundbreaking solution for councils looking to tender new contracts in recycling and waste collection, street cleansing, grounds maintenance and bulky waste collection.

In addition to the time and financial benefits the framework brings us, we are particularly impressed with the access to the knowledge and experience from iESE. Whereas authorities may have previously brought in external legal or procurement expertise for these type of contracts, by using the framework we are able to access that through iESE.

Clive Moore, Assistant Chief Executive
Tandridge District Council

Social Care Services

Caring for the most vulnerable in society means that it is crucial that councils have access to the most up-to-date information. Working in partnership with ADASS, our Care Funding Calculator (CFC) has now saved councils over £63m when looking to support both residential care and supported living for adults. It's enabled London councils to reduce the cost of a current placement by up to 60% and pilots for our new Children's CFC are currently running across the UK with a national roll out due from Spring 2013.

Our social care reviews have saved up to £2.1m for individual councils and delivered 40% improved productivity and we lead the way on the new approach to setting equitable care fees across residential care.

iESE have been extremely successful in helping Children's Services take forward plans and ideas to help to achieve greater efficiencies in the way we provide services. Their work has also helped to begin to significantly change the culture in the organisation toward much more of a business way of thinking and operating. Every member of staff involved in this process has been very positive about iESE's support.

Chris Williams, Chief Executive,
Buckinghamshire County Council

Transforming

iESE Limited marks a new era of support as local government's first improvement and efficiency social enterprise.

Equipped with a proven track record, councils the length and breadth of the country can now access its services.

Let our transformation be your transformation.

To find out how we can help, contact us at enquiries@iese.gov.uk



iESE Pricing and Membership

By using our services you also have the option of becoming an owner. Whether you want to own a part of the business or if you want to have a leadership role for the mutual as a whole you will always be welcome.

Our members have the benefit of accessing our services without the need for the usual procurement bureaucracy reducing the cost of transformation to us and to our owners.

You may also, in time, look to create a mutual for some of your own services. Having created local government's first transformation social enterprise, we are always willing to share with you our experiences of creating a mutual. Your mutual can also become part of the iESE network, and in such cases, we will be willing to co-invest in establishing it.

Pay as you go

- ✓ Any public body can access our services
- ✓ You can choose to pay on a day rate basis or as a share of the savings banked for our transformation support

iESE Club Class

- ✓ Membership of the iESE Innovation Forum
- ✓ 5 days free consultancy a year targeted at Leadership support
- ✓ Improvement and Efficiency support
- ✓ Market sector research and advice
- ✓ 5% discount on our normal rates when you call off our transformation support
- ✓ You still have the option to pay by day rate or gain share for transformation support

To find out more about how iESE can help you contact enquiries@iese.gov.uk or call us today 01883 732 957

6 ways to help you transform...

1

A Trusted Partner

iESE is a not-for-profit social enterprise, owned, led and governed by councils. We help public bodies across the UK deliver improved services at lower cost.

Whilst supporting local authorities, we also work with police, fire and health bodies together with their third sector partners.

2

Passionate

We thrive in transferring knowledge to others that leaves a legacy, up skills, builds confidence, saves council taxpayer's money and delivers improved services for resident bodies together with their third sector partners.

3

Quality

A Premier Practice of the Institute of Consulting, we provide a credible alternative to private sector consultancy and adhere to the standards of competence, honesty, integrity and other professional behaviours defined within its Code of Professional Conduct.



4

Accomplishments

Over the past six years, iESE has saved local tax payers over £250m.

Over 75% of UK councils are using our online services, and we pride ourselves in supporting change in 8 out of 10 councils at any given time.

5

Experience

We have supported improvements in corporate management and leadership and have delivered transformations in corporate services such as procurement, HR, social care and waste. We also specialise in corporate challenge programmes and critical friend support.

6

Legacy

We are the gateway to ensuring all public bodies can learn from each other to maximise budgets. Tried and trusted by the sector, we've already delivered vast improvements, ground breaking money saving solutions and are dedicated to continuously finding new innovative ways of working that benefit all.

Waste Management
Services Framework
aims to save councils

£85m

31%

of councils
registered to

[www.socialcare.
improvement
efficiency.org.uk](http://www.socialcare.improvementefficiency.org.uk)

Construction
framework
has made

£92m

of savings



In Figures

£250m



iESE has generated
over £250 million
worth of efficiency
savings over
the last 5 years...

Care Funding
Calculator has
saved authorities

£63m

95%

of local authorities
registered on
www.win.org.uk



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