

## Case study: Aylesbury Vale District Council

### The challenge

- Aylesbury Vale District Council needed to reduce its costs by £5m
- The CEO wanted to establish the Planning department's true costs and identify ways to reduce them

### Solution

- Engage external, independent experts to identify & facilitate necessary changes
- Implement the **iESE 3R Model**

### Why iESE?

- Established experts and knowledgeable team
- Contributed to the solution without bias towards specific products
- Geared to deliver innovative and measurable results
- Track record of saving £millions and transforming public sector services

### Results

- iESE identified a long-term, commercially viable solution
- iESE acted as a catalyst for beneficial cultural change
- iESE facilitated significant change in the Planning Officers' thinking
- iESE provided tools, empowering the council to continue to improve
- With iESE's guidance, the Planning Department turned a £1.5m per annum loss into a £450k surplus



## Aylesbury Vale District Council

Like many councils, Aylesbury Vale faces reduced funding and in time complete withdrawal of funds from the Government. Therefore, Andrew Grant, CEO of Aylesbury Vale District Council Andrew was under pressure to find a way of saving £5 million across the board.

He decided to start with one of his largest spending areas, Planning. Planning is partially funded by Government grants and partially by fees, therefore, any headway achieved is less likely to be undermined by future budget cuts.

### Analysing the true costs ...

Andrew Grant commissioned iESE to help with this project because he knew that its members' delivered an innovative, results-based approach.

Phase One involved analysing the Planning Department's true costs and the results surprised Andrew Grant and his planning officers; they did not anticipate discovering the department was making a £1.5 million per annum loss and didn't expect to transform that into a £450k surplus!

### An empowered planning team ...

The iESE team worked closely with the planning department staff and formed a respectful working relationship. iESE acted as a catalyst to a culture change and with coaching, the planning officers adopted a new, effective way of thinking.

The planning officers now have the tools to continue to identify and implement changes that benefit the department and its customers.

The transformation was led in a way that encouraged the staff to willingly take ownership of the strategy and implementation.

*"Most unexpected, although I wasn't surprised, was iESE's commentary on the need for cultural change. Anyone that thinks that iESE is just going to come to run the numbers, and I think 43% of people think this, misread the type of consultancy people that your team contains. They really did the heavy lifting on the people and the attitudes and the behaviours side as much as the objective information and their research findings, so the unexpected bonus is having people competent enough to deal with the people issues of change as well as the arithmetic issues."*

**Andrew Grant, CEO**  
Aylesbury Vale District Council



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### iESE has now saved its clients in the public sector over £1 billion ...

Improvement and Efficiency Social Enterprise (iESE) helps UK public bodies to be innovative, commercially aware and deliver improved services at reduced costs.

Over the last ten years iESE has helped Local Government transform all aspects of local public service, including Social Services and Procurement, generating savings of over £600m.

iESE is not-for-profit and is owned, led and governed by councils. iESE delivers results, not just reports.

This case study describes the results gained in just one instance. iESE understands the 'bigger picture' and is able to identify a viable commercial solution for Councils.

Contact us today on 08434 878025 to arrange a no-obligation, exploratory conversation to see how iESE's 3R model can generate measurable results for your council. Ask for access to our analytical calculators – they give you a good indication of the real savings you can achieve, usually within your current financial year

### The future looks bright ...

The concepts iESE developed for Aylesbury Vale's Planning Department are the foundation for iESE's 3R model. And, although Aylesbury Vale District Council has only completed the first phase of the model, they are already reaping the rewards of the impressive measurable results.

The real benefit for Aylesbury Vale District Council's Planning Department is that the Planning officers are now more commercially aware and prepared. This means that when Planning is deregulated, the Council will be able to maintain, if not increase, the surplus level they currently have in spite of any competition they may face.

In addition the experience and knowledge learned by practicing techniques learned for this project have adapted for other departments within Aylesbury Vale District Council, empowering the organisation to become self-sufficient.

*"The most attractive part of the advice was having expert and knowledgeable people from iESE contributing to the solution to our problem without the fear of them trying to sell us a product in the sense of a proprietary product.*

*It was more like talking to an extension of our own family, our own team. iESE are deeply authentic people who were selfless and we can believe what they were telling us."*

**Andrew Grant, CEO, Aylesbury Vale District Council**

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