Elevate – a Joint Venture in Action

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The Recipe for Success – why joint ventures?

The ingredients

The tools

The chef

The proof of the pudding!

The Ingredients

- Performance Improvement
- Savings
- Added Value – Jobs and Growth
- Relationships
- Skills and Competencies
- Complementary/Contrasting Culture and Behaviours
- Private Sector Drivers – long-term relationships, flexibility, growth, specialist skills, economies of scale

The Tools

- Strong advisors
  - *Financial*
  - *Legal*
  - *Commercial*
- Flexibility, creativity and innovation
- Excellent communications
- Prepared staff

The Chefs

- Council has to lead
- Member buy-in
- Senior management buy-in
- Strong commercial skills
- Have to want to achieve a deal

The Proof of the Pudding!

- Performance Improvement – highlights
  - Close to £1M additional rent collected to date
  - Over 50% improvement in call handling
  - Reduced number of days to deal with benefits claims by 40% compared to April 2011
  - Introduced new ways of providing customer services, which have resulted in improved customer satisfaction
  - PAASC commending the outcomes

Proof of the Pudding!

- Savings
  - 8% saving on cost of services delivered in year, with further 8% contracted for the next 2 years
  - Savings proposals made by the vehicle to increase earlier savings (in addition to the contracted amounts above)
  - Worth approx £1.5M in year
  - Procurement savings already banked - £412,500

Proof of the Pudding!

- Project delivery
  - New IT systems implemented at no cost to Council
    - Hornbill
    - I-Procurement
  - Improved processes in benefits processing
  - Fairer charging implemented
  - Category management in procurement

Proof of the Pudding!

- Jobs
  - Target of 400 new local jobs over course of contract
  - 15 achieved thus far, a further 20 being advertised, and the newly appointed Job Broker targeting 4 jobs per month for 16-24 year olds.
- Growth
  - Engaged in tendering activity, which if successful will bring more work to the Borough
  - Providing Business Enterprise services in the Borough from a purpose built Centre, encouraging new businesses into the Borough

If you want to know more…..

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Thank you!

INVESTORS IN PEOPLE

Beacon Authority 2008-2009 Tackling Climate Change

London Borough of Barking & Dagenham