

## Case Study – PUBLIC SECTOR BUSINESS TRANSFORMATION

### *The Company*

A large local authority, assessed as 'excellent' by the Audit Commission

### *The Business Challenge*



The parking service in the authority was poorly performing exemplified by:

- Not meeting income targets
- Low staff morale with associated high staff turnover
- Having a poor image within the organisation and with the local population

This was set against a background of intense national media interest in the operation of such services. Performance was driven purely by income levels

### *The Solution*

The Andante consultant conducted a review of the service, primarily to determine the reason for providing the service beyond the purely financial; the review's purpose was also to enable the consultant to conduct a skills audit of the existing staff. The review considered outsourcing the service however, it was concluded that this was not appropriate. A new business plan was developed that detailed a clear mission, aims and objectives, these included financial targets but these were not the principal driver. A public relations programme was developed to articulate these aims and objectives to both an internal audience and the wider public. Managers were given more freedom, delegated authority and encouraged to think laterally about delivering the service to achieve the required outcomes. They were supported in this by training provided by the consultant.

### *The Benefits*

The client's service rapidly improved its culture and performance. Staff turnover dropped from 30% to 10% per annum whilst the overall budgetary surplus increased by £200,000 in the first year.

### *The Andante Mission*

Our professional advisors are committed to enhancing your customer's journey through, your people, your processes and systems. This is achieved by providing you with best practice, managing change and delivering practical and effective assistance. We have reduced costs, motivated teams and assisted many companies like yours to acquire incremental business, retain customers and lock out the competition.  
**"Independent, objective, Advice"**

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