



Commercial Opportunities for Councils

The way it used to be



A typical local authority

- Would like to be more entrepreneurial
- Has plenty of good ideas
- Is concerned about its internal culture

***Needs an effective Road-Map
to Prosperity***



You're in better shape than you think!



Your managers are
VERY CAPABLE
indeed



You are
TRUSTED
by your customers



You can be
COMMERCIAL
without being evil


AVDC's customer-centric strategy



**AVDC the
best place
to work in
the area**



**75,000+
happy
customers**

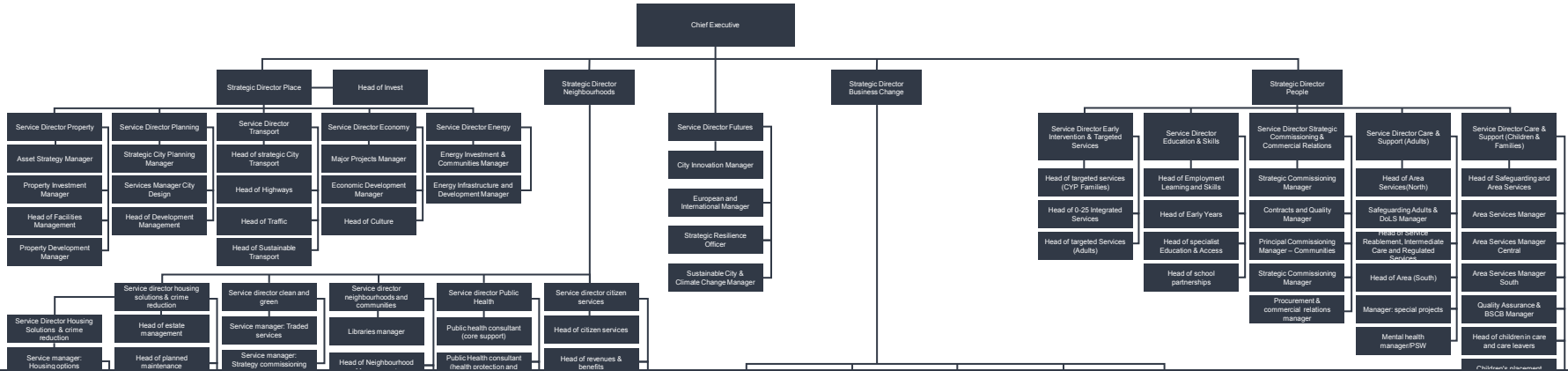


**World-class
support for
those who
need it**



**£100m social
enterprise**

The importance of structure



“ A typical local authority - Not so much an organisational chart, as a list of internally-facing cliques ”

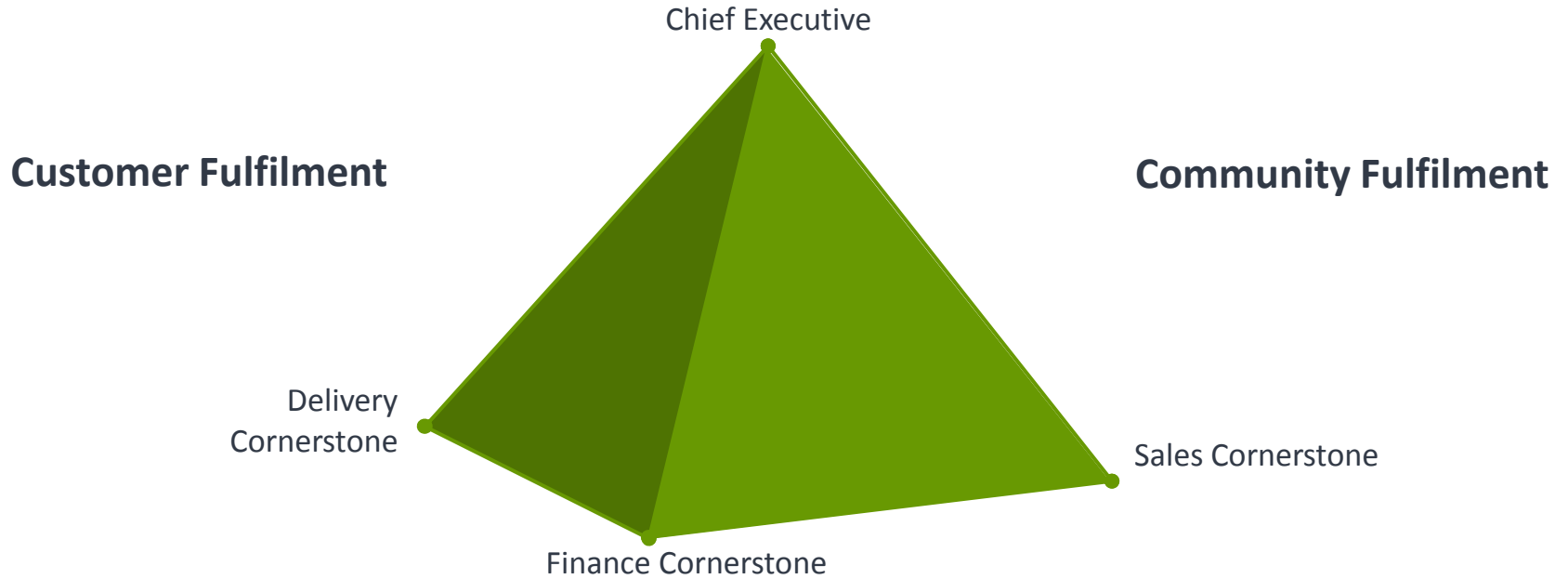
Programme manager mental health

Programme Director BWP

communications

Strategy

AVDC customer centric structure



What did we do?



New building



Car pool



**100% Cloud and
Digital platform**



**Cultural change – start
thinking differently**



**£16m savings and
counting**

Income generation projects

Property portfolio



Garden waste services



Planning loss to profit



First ever Community Lottery

The future



Next phase of Aylesbury Town development



Connected Knowledge



40,000+ My Account users



Market testing subscription services



AI automation

Transforming Culture

19 October 2017

Come along for a new look at
culture in a commercial council

www.aylesburyvaledc.gov.uk/culturalchange