



The Co-operative Way

A different type of *local* public-service provision.....

Brian Cape



SIPS

Supporting Sandwell...



A population of 329,000



The 3rd largest borough in the West Midlands



The most productive local authority in the Black Country



The 39th largest borough in Great Britain



The 73rd largest local authority by GVA



The 8th most deprived local authority in England



....not yet punching its weight nationally



....The Black Country & The West Midlands

The SIPS logo consists of the letters 'SIPS' in a bold, white, sans-serif font, set against a dark blue, trapezoidal background that tapers to the right.

So...what exactly is SIPS?

- Spun-out on 1 / 1 / 2013 - now in our 10th year
 - Schools' owned co-operative - we're embedded in the community
 - Majority governed by members:
 - 9 Learning Community Heads
 - 1 Member of SIPS staff
 - 1 Council Exec
 - 1 Council Member
- } Arms-length but well connected
- Safe space for future non-statutory spin-outs
 - Best of all worlds:
 - trusted public-service values
 - commercially agile without political imperatives
 - not driven by profit - we seek a balanced budget / modest surplus
 - Aspire to be considered an anchor institution and community wealth-builder
 - Local employer - 370 colleagues - 82% live within 5 miles of HQ
 - Local spender - 65% of procurement spend is in the West Midlands
 - CSR focus - net zero

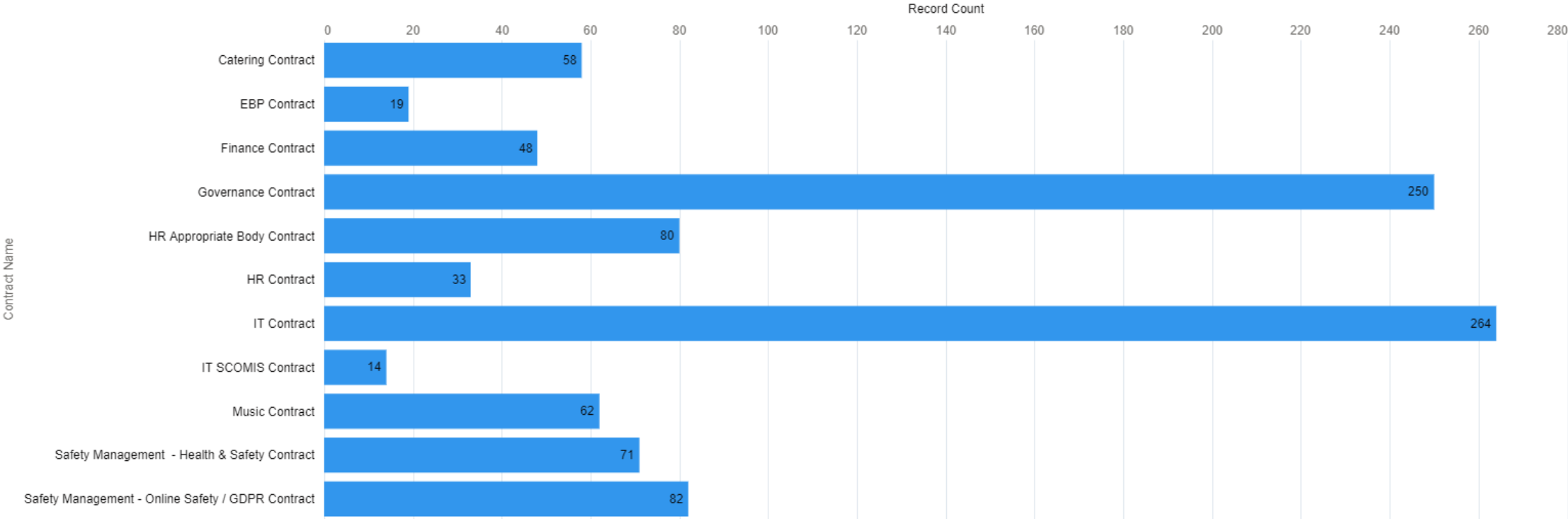
A dark blue, triangular graphic pointing upwards, located in the bottom right corner of the slide.

SMARTER
SPECIALIST
SUPPORT



A broad and blended approach to delivery

Contracts Numbers Report





**IMPROVE
RETAIN
GAIN**

**Developing our culture:
ONE – SIPS**

**Empowered & Enabled
Agile – but considered
Better, Faster, Cheaper
Facts & Data philosophy
Collaboration not competition**

**A clear
vision:**

To be the first-choice services partner to schools of Sandwell, the Black Country and the West Midlands; Our not-for-profit status means more stays in the education system, helping achieve excellent outcomes for children, young people and our community.



SIPS Education Team 2021



SIPS

SIPS Catering Best of both worlds

**Turnover c.£12m
c. 50% of income
from catering**

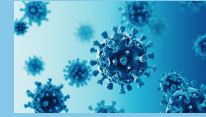
**Meal no's dropped
from 15,000 to 300
a day**

**Safety
Delivery
Sustainability**



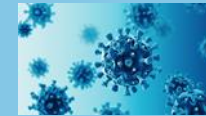
LGPS Members

Agility:



**Quickly changed
contracts for
sustainability**

**Supporting
staff: 100%
wages**



**45 contracts
Summer 2020**

**59 contracts
Spring 2022**

**SMARTER
SPECIALIST
SUPPORT**



Keeping SIPS connected with our customers by intelligently storing and managing customer, prospect and contract information. Aiding us to consistently provide excellent customer experience and value for money.

Marketing
Developing new marketing opportunities is an area of required improvement for the organisation. We need to be able to utilise customer/prospect data to be able to create targeted marketing campaigns and also to be able to report on conversion metrics.

Single source of truth for all customer data.

Support
As a support organisation we need a way of managing all interactions with customers to ensure that we are providing consistent support across the service lines and an excellent customer journey. We would like to be able to deliver support through a variety of communication methods. (This may include replacement of our current ITSM tool)



Sales
We need to be able to quickly and easily understand what we sell and to whom, providing key data to develop relationships and up-sell/cross-sell services. We must also be able to process leads through to delivery consistently, regardless of the services purchased. Must link with Sage 200 for contractual/financial information and also to be able to seamlessly produce quotes and invoices.

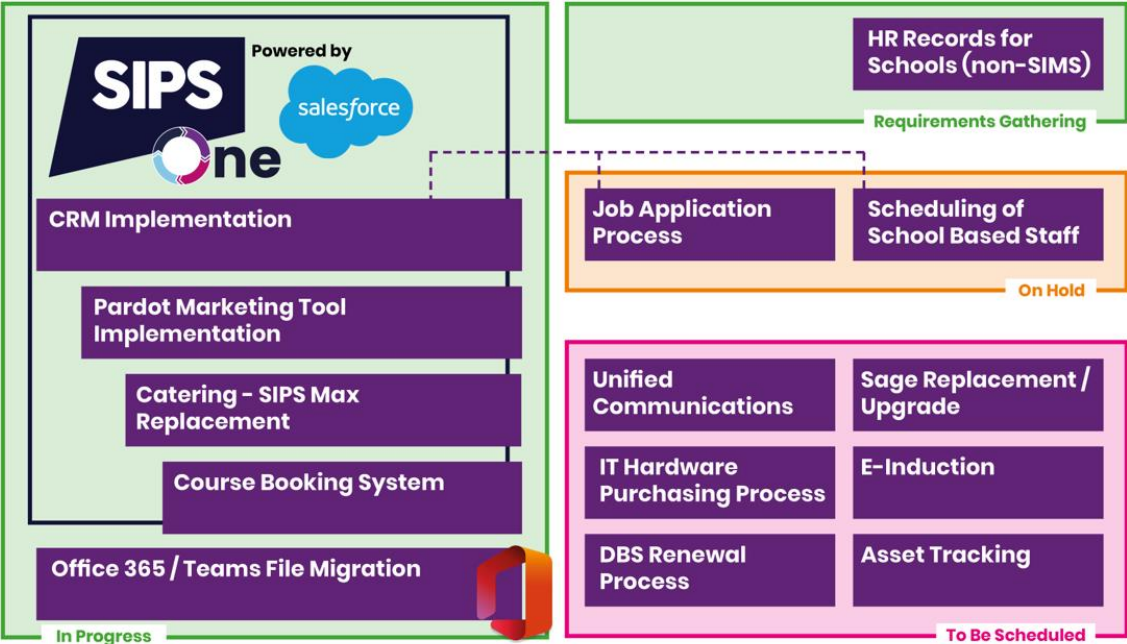
Customer Experience and Value for money service provision are at the heart of what we do.

Feedback
Being able to receive and action feedback is imperative to our continuous improvement process. This also includes the provision of a self service portal which provides the ability to deploy a single interface for all customer interaction, including downloading documentation and reporting support issues.



Modernisation, Digital Transformation & Innovation

SIPS EDUCATION DIGITAL Transformation Projects



SIPS IMPROVE
RETAIN
GAIN



**SIPS Three-year
Strategic Narrative**

2022-2025
Brian Cape - CEO

SMARTER
SPECIALIST
SUPPORT

FEATURE FOCUS: TACKLING CHILDHOOD OBESITY



We must all pull our weight to fight childhood obesity



Childhood obesity is a growing issue... It's a complex problem that requires a multi-faceted approach...

26 www.education-today.co.uk April 2021

FEATURE FOCUS: TACKLING CHILDHOOD OBESITY



What's on the menu today? Schools are being encouraged to offer healthier food options...

There are three main areas... Schools can play a key role in promoting healthy eating habits...

27 www.education-today.co.uk April 2021

FEATURE: MUSIC & THE PERFORMING ARTS



Power chords



Music can be a powerful tool for learning... It helps students develop their skills and confidence...

30 www.education-today.co.uk November 2021

FEATURE: MUSIC & THE PERFORMING ARTS

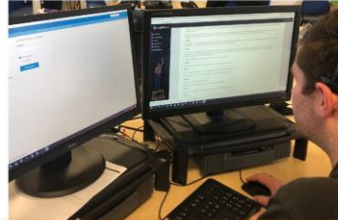


Music is a great way to engage students... It provides a creative outlet and helps build teamwork...

Performing arts can help students... Develop their communication and leadership skills...

31 www.education-today.co.uk November 2021

FEATURE: SOFTWARE IN SCHOOLS



Lessons from the pandemic



The pandemic has shown us... The importance of digital learning and technology in education...

34 www.education-today.co.uk June 2021

FEATURE: SOFTWARE IN SCHOOLS



Software in schools... How technology is being used to enhance learning and support students...

Teachers are using software... To provide personalized learning experiences for each student...

35 www.education-today.co.uk June 2021

BLACK COUNTRY CHAMBER AWARDS 2020

ADAPTABILITY & INNOVATION

WINNER

SIPS

CELEBRATING BLACK COUNTRY HEROES IN BUSINESS

BLACK COUNTRY CHAMBER AWARDS 2020

LARGE BUSINESS

WINNER

SIPS

CELEBRATING BLACK COUNTRY HEROES IN BUSINESS

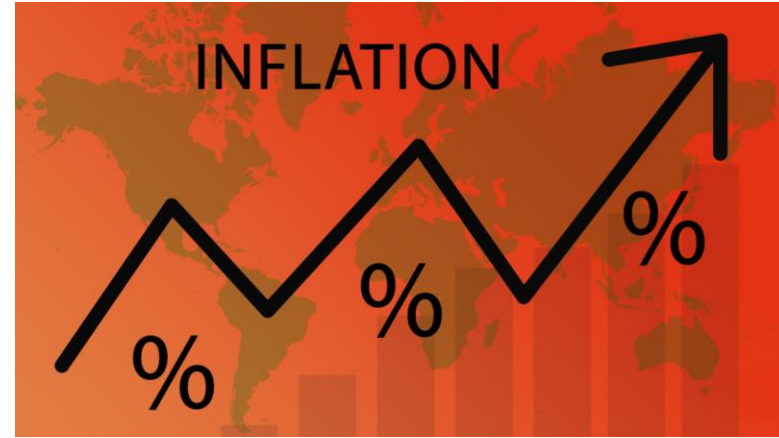
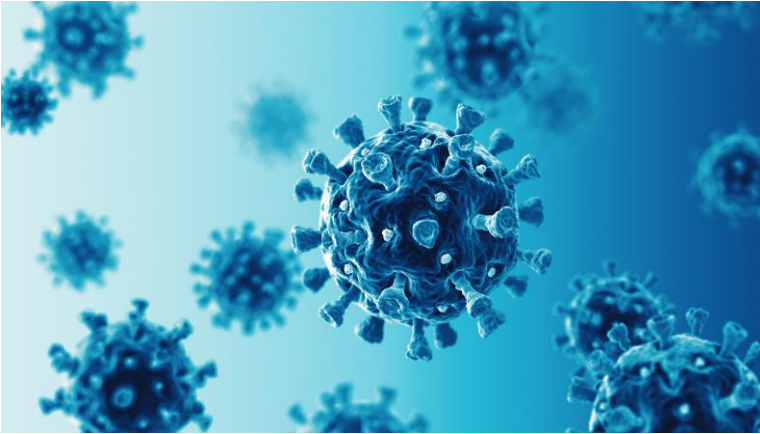
Express & Star BUSINESS AWARDS 2022

Loud & Proud!

Express & Star Business Awards 2022

SIPS

So many challenges to overcome.....



Are we equipped for the 2020's?

SIPS

Thankyou!
Any questions?



Twitter: **@BrianMCape**

LinkedIn: **linkedin.com/in/briancape1971**

Web: **www.sips.co.uk**

SMARTER
SPECIALIST
SUPPORT