



CREATING IMPACT

# CSG Overview.

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# About us



## About us

### Our mission

Supporting the delivery of better public services to help people live, learn and thrive.

### Our vision

Creating value and impact for every customer every day, by working collaboratively and commercially – driving innovation and service excellence.

# About us



**Customer  
Experience**



**Social &  
Sustainable  
Value**



**Commercial  
Growth**



**Empowered  
Workforce**

# Strategic Purpose



## Service Provision

Providing multiple services to the public sector.

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## Market Regulation

Transparent and controlled pricing and compliance.



## Local Economies

c1,800 staff employed plus +12,000 supply chain partners.

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## Local Communities

Socially valuable and sustainable front-line services.



## Revenue Generation

£79.5m Public Sector dividends contributed to date.

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## Enterprise Value

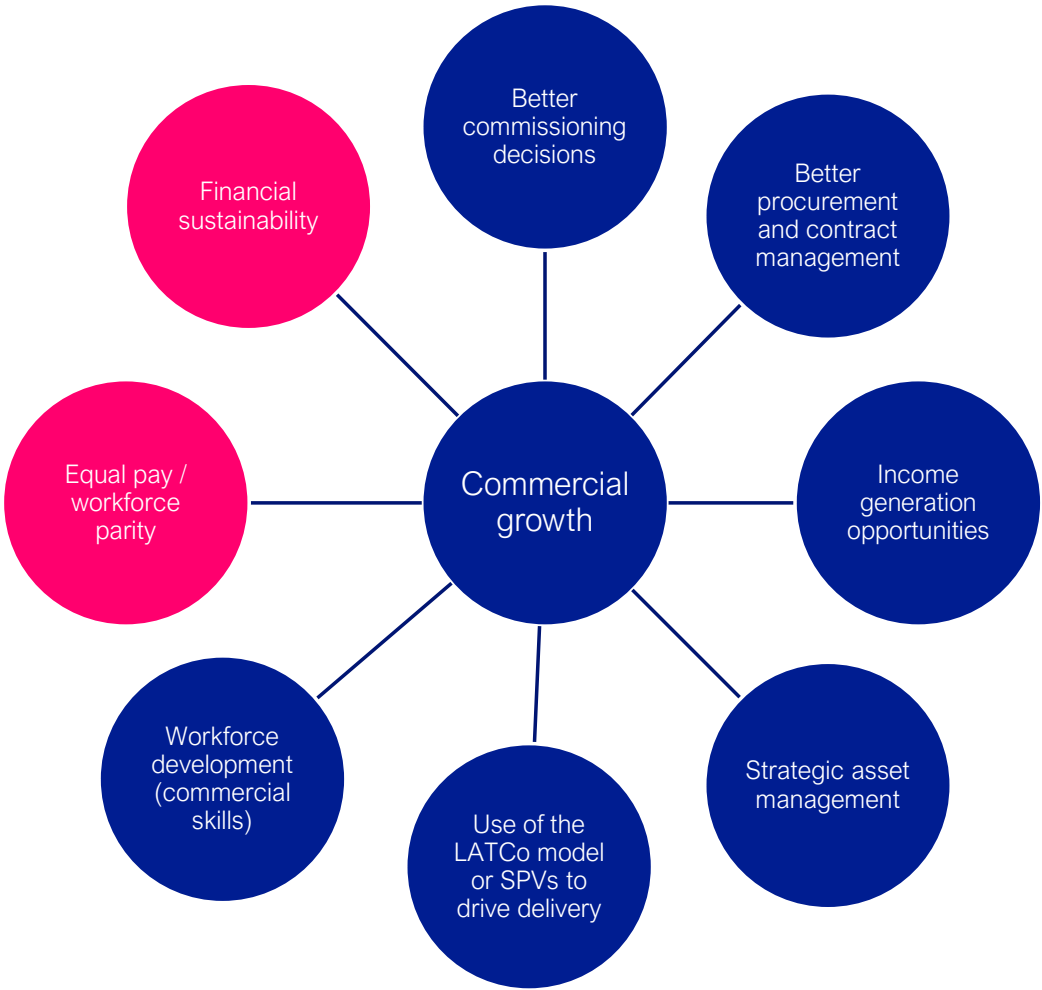
Building a high-value asset for the Public Sector.

## Our proposition

Commercial Services Group (CSG) delivers a huge range of products and services to customers in education, local government, housing and health. But across our 33 businesses we have one clear vision: to create value and impact for every customer, every day. We do that by working collaboratively and commercially. This in turn drives innovation and service excellence.

As one the UK's largest publicly owned, privately run business, we offer the best of both worlds – a clear focus on commercial expertise and leading-edge thinking, alongside a deep commitment to transparency, compliance and social value. Our profits provide sizeable returns to the public purse but that's just one part of our story. Ultimately, everything we do creates better places for people to live, learn and thrive.

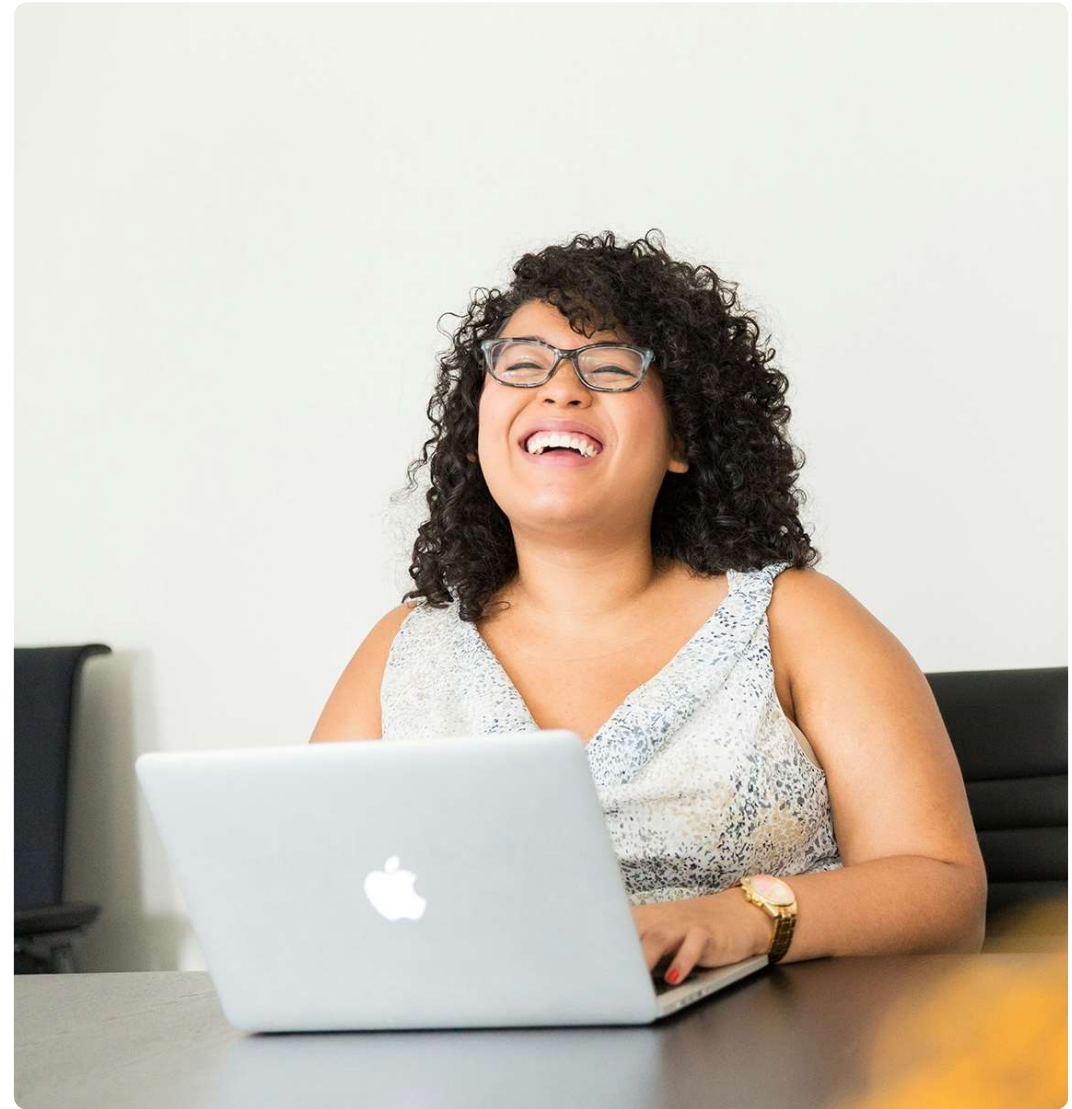
# Building Commercial Growth





## Better Commissioning Decisions

- Market reviews and data analysis
- Needs assessments
- Stakeholder mapping & engagement
- Market and supplier engagement
- Outcomes definition
- Collaboration & joint commissioning
- Impacts assessments
- KPIs and SLAs
- Skills and knowledge training and capacity building





# Better Procurement and Contract Management

- Procurement reviews (organisational & transactional)
- Procurement support and capacity building
- Access to frameworks
- Finance & funding
- Leasing
- Fleet
- Supplier negotiation
- Contract management:
  - KPIs and SLA
  - Social Value
  - Service delivery
  - Value for money
- Procurement managed service offer



# Income Generation Opportunities

- Commercial reviews
- Insourcing programmes
- External trading
- Business cases
- Collaboration & partnerships
- Business planning
- Financial modelling
- Resource review and planning
- Market analysis and data analytics
- Competitor awareness
- Marketing and brand strategies



# Strategic Asset Management

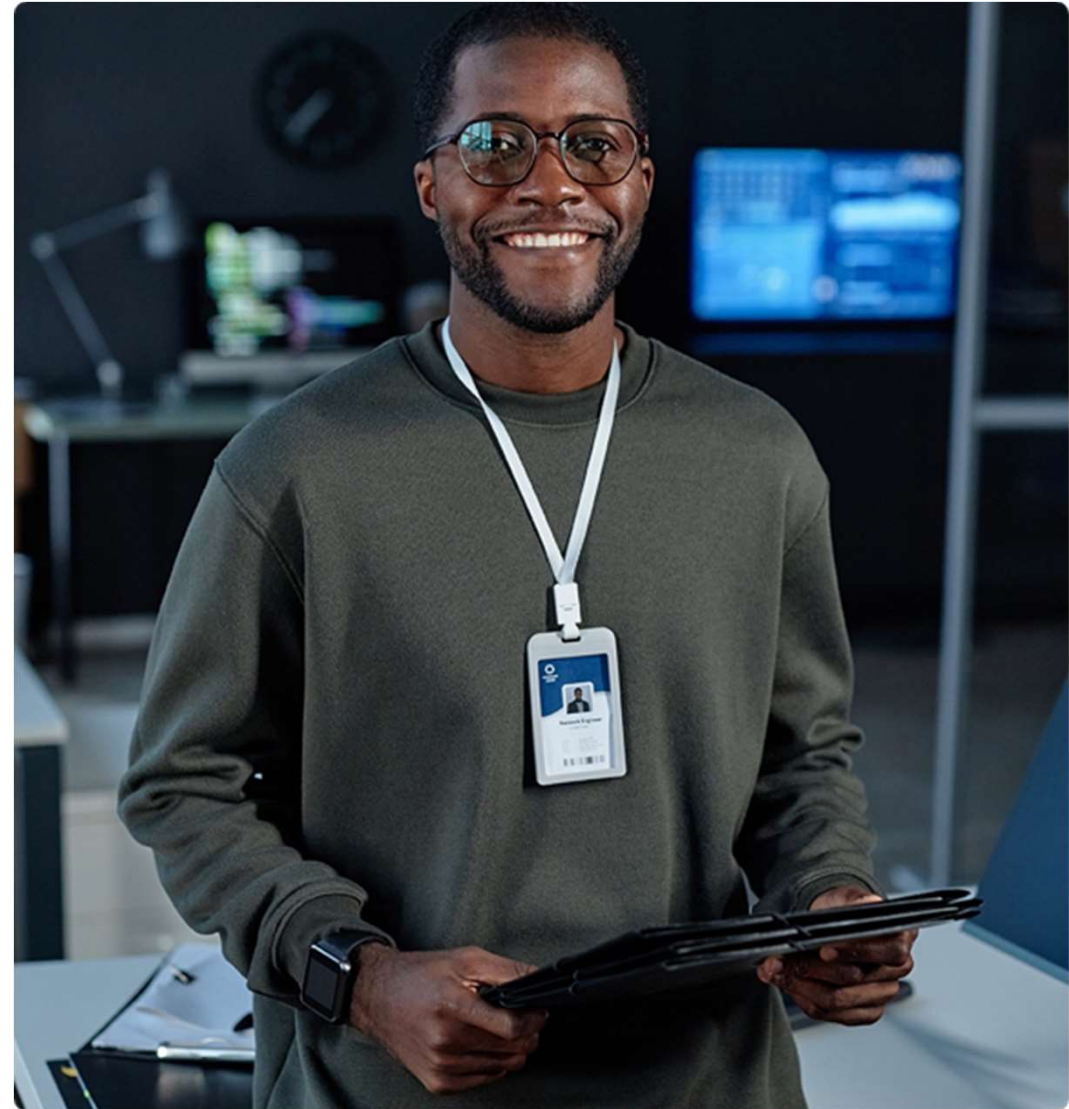
- Management of solar farms and waste sites
- Waste to Energy
- Procurement and management of large fleet
- Financial advice





## Use of the LATCo Model or SPVs to Drive Delivery

- Identification of outcomes
- Stakeholder engagement
- Options appraisal ( Teckal, S.95, Hamburg etc)
- Business case
- Financial modelling
- Resource planning
- Risk analysis and register
- Market intelligence
- Competitor analysis
- Joint ventures
- Strategic partnerships
- Procurement
- Finance and taxation



## Workforce development (commercial skills)

- Workshops and training: - officers and members
- Identification of outcomes / challenges
- Creative thinking
- Business planning
- Procurement
- Commercial finance
- Project management
- Sales and marketing
- Stakeholder mapping
- Audit and risk
- Delivery models
- Engagement and communication planning





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# Thank You

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