

IMPOWER

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IMPOWER's Transformational Approach Delivers Better Outcomes and Multi-Million-Pound Savings for Public Services

- IMPOWER, a leading consultancy specialising in transformational change for public services, has achieved multi-million-pound savings across more than 50 assignments using its unique four-stage EDGEWORK® transformational approach, starting with insight from the IMPOWER Index.
- IMPOWER's first Annual Impact Report showcases its transformative approach to public services in the UK, across whole systems in Local Government, Children's Social Care and Education, and Health and Adult Social Care.
- IMPOWER's results-driven projects have enabled millions in savings for public services, including £90 million savings over five years identified for one client.

Unlike traditional management consultancies, IMPOWER firmly believes in empowering public service leaders and delivering transformational change directly alongside client teams. IMPOWER's deep understanding of clients' needs helps to identify challenges and opportunities, leading to better outcomes at reduced costs for both clients and the public.

The CEO of IMPOWER, Sean Hanson, believes that "It is simply not enough to deliver a comprehensive evaluation and analysis and leave clients with a list of recommendations. We support our clients to tackle complex challenges and influence strengths-based practice at the front line, driving long-term change using a range of inventive methods, such as applied analytics (including AI where appropriate) applied behavioural science and co-production."

IMPOWER's clients have experienced tangible benefits from their results-driven process. By empowering public service leaders, IMPOWER has helped patients return home from hospital sooner and stay safely at home for longer; supported vulnerable children in receiving the appropriate care; and enhanced the life chances of children with additional needs who have remained in mainstream education.

Examples of this work include:

- Supporting 80,000 children and young people with special educational needs and disabilities (SEND), many of whom have stayed in mainstream education where their life chances are hugely enhanced.
- £90m savings over five years identified for one client.
- £2.3m cost avoidance from additional discharges home in one hospital's Acute Medical Unit
- 50% increase in patients discharged home rather than to inpatient wards.
- 100% SEND team staff in one area who felt IMPOWER's training would help to improve outcomes for children and family experience.

One of IMPOWER's clients, Kersten England, Chief Executive of the City of Bradford Metropolitan District Council, praised its transformative approach, stating, "Delivering change in complex service and system environments requires a deep understanding of how they work. IMPOWER has that understanding, and their EDGEWORK approach helped us identify the definitive shifts required to implement sustainable change."

What makes IMPOWER different?

EDGEWORK® is IMPOWER's unique transformational approach that is the result of 20 years of working on the frontline of public services. It operates across organisational and system boundaries and enables clients to run sustainable and long-lasting change, identify new opportunities to improve outcomes and save money, deliver savings at a scale that makes a real difference and build resilience to deal with changes in demand or resources.

The **IMPOWER Index** is a unique tool which enables local authorities and health bodies to compare their performance against others – either a select group or against all others. The Index measures value and productivity rather than just efficiency meaning that IMPOWER can decipher, pound for pound, which councils are spending their money most effectively.

CASE STUDY

The Situation

- IMPOWER was commissioned by Manchester City Council and Manchester Local Care Organisation to address long-term care demands and provide appropriate support.

What IMPOWER did:

- Implemented strengths-based practice with frontline teams and developed a commissioning plan to manage the interface between commissioning and operational staff.
- Established a performance framework for evidence-based decision-making in adult social care and collaborated with frontline practitioners in reablement and technology-enabled care services to prototype, evaluate and scale interventions.

The Impact:

- Achieved a £3m financial impact through demand management initiatives allowing Manchester City Council to meet its 2023/24 budget.
- 900 staff survey responses acknowledged the programme's support in developing strengths-based approaches.
- Surpassed reablement and learning disability goals.

The client's view:

- “The ongoing benefits of demand management developed with IMPOWER as part of the Better Outcomes Better Lives Programme means that adult social care in Manchester is bucking the national trend by achieving budget targets and can face a challenging future from a position of strength.”

Bernadette Enright, Executive Director of Adult Social Care, Manchester Local Care Organisation

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Notes to Editor

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About IMPOWER

IMPOWER holds a profound belief in the innate value of public services; a better public sector is the cornerstone of a better society. We exist because public services can be – and should be – improved. We also believe that better outcomes cost less. By enabling public service leaders to grip the challenges of complexity, they supercharge their ability to improve lives and save money. IMPOWER's passionate teams help public service leaders produce lasting, positive change in complex systems through a mix of applied analytics, behavioural science, and primed performance. IMPOWER operates in Whole Council Transformation, Adult Social Care, High Needs and SEND, Climate Change, Children's Social Care, Health and Social Care Interface, Housing and Homelessness.