

# Consultancy and Management for the Public Sector

Together. Better.

## **Creating improvements - together**

Citizens and civil servants, clients and healthcare providers, teachers and students - these relationships represent the public interest. In partnership with clients, BMC delivers a unique contribution to the quality of the public sector.

BMC combines consultancy and management solutions from every possible discipline with concrete improvement on the quality of implementation. These improvements are based on our extensive knowledge of and on creating new insights in the areas in which we operate.

Together with our clients, we invest in innovation and pilot projects and share our views, experience and expertise in inspiring meetings, training courses and debates. We are also actively involved in the trade organisations, interest groups and umbrella organisations that operate in the public sector. We strongly believe this is the only way to ensure that our combined efforts can be authoritative, motivational and can serve as a future model for others to follow.

## **Our consultants and managers**

BMC's consultants and managers are committed to public service. Their background is within the public sector, and they possess excellent skills in consultancy and change implementation. Their experience and skills ensure a unique expertise - expertise we enhance, use and share with our partners every day.

## **Our young professionals**

More than 300 young professionals choose to dedicate themselves to the public sector through a career in management or consultancy. BMC guides and supports these young graduates through our traineeship programme specifically designed with our clients in mind. Throughout this programme, our young professionals are assigned to a variety of contracts and projects.

All in the interest of citizens, clients and students.

## Our work for your citizens

BMC's expert consultants and managers are dedicated to improving community and economic development, using their vision and authority in the administrative, social, physical and economic areas. They help promote urban and rural development, build long-term partnerships to ensure effective neighbourhood development, and facilitate and encourage public input and participation.

Using innovative, practical ideas, BMC works on building customer-oriented, efficient public-sector organisations based on strong management and sound financial strategies combined with efficient business operations. BMC works in partnership with governments, residents, companies, interest groups, housing corporations, water and environmental management companies, schools, and healthcare, welfare and cultural organisations - all in the interest of our citizens.

### Several examples of recent projects:

**Expert study of governability**  
Commissioned by several municipal authorities of the Province of South Holland, BMC investigated the effectiveness of municipal governments in light of their increasing number of responsibilities. The study resulted in a report on opportunities for and the benefits of increased cooperation. In the effectiveness study, BMC's consultants, researchers, change managers and coaches combined a variety of disciplines, ranging from organisational science, public administration, strategic HR policy and strategic financial policy making, as well as management and planning and control. In addition, BMC identified the areas in which cooperation led to consolidation and improvement.

**Crisis scan: identifying the impact and determining the appropriate measures**  
In partnership with the municipal authority of a major city in the Netherlands, BMC identified the impact of the economic crisis and determined the measures to be taken. The assessment was based on a broad perspective: financial, social, economic, cultural and regional. The municipal government decided to take specific measures related to the job market and housing construction, and to invest in projects contrary to economic trends to any extent possible. Based on this method, BMC developed a crisis scan for municipal authorities that allows them a clear procedure to assess risks and opportunities in order to take effective measures.

**Client contact centres and 'Response 2015'**  
The 'Response 2015' programme ('Antwoord 2015'), developed by the Association of Dutch Municipalities and the Association of Public Service Directors, is an essential tool for municipal authorities in the process of becoming the portal for all government service within their municipality by 2015. Through its expertise group, the program is contributing significantly to the development of client contact centres en route to 'the municipal authority being seen as the principal government authority'. BMC advises and supports a number of municipal authorities aiming to provide the required level of service to their communities.

**Joining forces in priority neighbourhoods**  
At the request of a neighbourhood in one of the largest Dutch cities and several housing corporations, BMC provided a project manager to be responsible for implementing the agreements made with the Ministry of Housing, Communities and Integration. In this project, BMC combined a variety of competencies related to residential issues and issues concerning the surrounding area, social development, healthcare and education. For more information on recent projects, we invite you to visit [www.bmc.nl](http://www.bmc.nl)



governability - vision development - planning and control - integrity development - participation - urban renewal - sport - governance - integration - programme budget - human resources and management development  
public affairs - culture - safety - neighbourhood development - community real estate - benchmarking - public space - electronic government - location and area development - ideas for service provision - shared service centres

## Our work for your clients

BMC's consultants and managers contribute to excelling organisations. As leading experts, they are aware that the quality of people and processes together determine service quality. BMC contributes to healthcare innovation at every level by taking a position on the framework within which the sector operates, and by working with other organisations to build a customer-oriented, enterprising sector. BMC works in conjunction with interest groups, trade associations, project organisations, healthcare and welfare organisations and a variety of other players - all in the interest of your clients.

### Several examples of recent projects:

#### Assessment study of youth care legislation

The Ministry of Health, Welfare and Sport requested BMC to assess the youth care act. Using document research, surveys, interviews and feedback meetings, we analysed more than 170 projects in 50 municipalities. Additionally, we conducted a client survey in conjunction with a number of youth care agencies. The study concluded that while a large number of issues required a solution, a change in legislation was not necessary.

#### Expert recommendation on social development

BMC places sports and culture in the wider context of social development. A large municipality in the Province of Flevoland asked BMC to draft an expert recommendation entitled 'Development of Professional and Non-Professional Sports' ('Exploitatie top- en breedtesport'). The key question was how investments in sport contribute to achieving the results included on the municipality's social agenda. BMC supervised meetings and work sessions with experts, resulting in a few scenarios. This approach led to results at all levels, ranging from a municipal strategy proposal and a development vision for regional development up to and including the operation proposal for the sports complex.

#### Expert study and recommendation - improving a hospital partnership

A general hospital serving the Kennemerland region wanted to optimise the quality, management and logistics of one of its partner hospitals. BMC created building blocks for innovation: our healthcare experts performed a quick scan that identified the current situation, and proposed an improvement plan. After the changes were implemented, both the number of patients and their satisfaction increased with the standards for hospital waiting periods being met as well. As an added benefit, structure and standardisation brought harmony and renewed energy to the team. BMC was also requested to supervise the annual assessment.

#### Determining a strategy and implementing civic integration legislation

A medium-sized municipality in the Province of North Holland asked BMC to provide support in determining the strategy for and implementation of the civic integration act. In partnership with the municipality, BMC developed a vision and ensured that the act could be structured and implemented. In addition to issuing the recommendation, our senior consultants and managers were also responsible for implementation and execution. For more information on recent projects, we invite you to visit [www.bmc.nl](http://www.bmc.nl)



work and income - electronic patient file - participation - local social policy - management - curative services - welfare - care - youth and family - assistance in mergers - client contact centre - care - socialisation - housing and healthcare - re-integration chain services - certification - combination of diagnosis and treatment - tenders - need-based healthcare funding - exceptional medical expenses act (AWBZ) - service concepts - debt services - healthcare property - social support act - benchmarking

## Our work for your students

BMC's consultants and managers aim to improve the quality of learning in educational institutions and make it more inspiring. Our leading experts regard students and professionals as the basis for developing policy and vision; they introduce personal development in the educational institution and bring the school closer to its community.

By working in partnership with governments, school boards, teams and teachers, we improve the quality of learning at educational institutions - all in the interest of our students.

Several examples of recent projects:

### Educational change

The response to the clear and honest conclusions of the Parliamentary Research Committee on Educational Change was overwhelmingly positive. In supporting the committee, BMC played a key role in drafting the final report, which contained a series of recommendations that will be elaborated on in the near future. In addition, BMC has played a supporting role as an expert to schools and other educational institutions.

### Consulting and monitoring role for seriously under-performing schools

The Education Inspectorate designated a large number of schools as 'seriously under-performing'. BMC currently supports primary schools in Almere and Amsterdam and Friesland by providing long-term solutions to improve the quality of primary education. Our actions, which are both preventive and corrective, contribute to strengthening the quality process and promoting transformative leadership and internal supervision.

### Study on special-needs students

In June 2008, the Partnership for the Eindhoven Region ('Samenwerkingsverband Regio Eindhoven') launched a project with two objectives. Firstly, preventing that there would be no place available at schools for a large number of students after the summer holidays. And secondly: providing recommendations to create a long-term solution for the apparently dramatic growth in the number of special-needs students - those with complex developmental and behavioural disorders. BMC conducted research in order to make recommendations for the establishment of a more effective healthcare structure and care facilities for these types of students including those with autism spectrum disorders (ASDs), ensuring that no child would be left behind.

### Regional organisational freedom

Over the past several years, our consultants have helped establish regional plans in over 50 educational districts. Dutch secondary schools were recently given the freedom to determine how educational resources should be distributed at the regional level. BMC has gained considerable experience in this area, going back to the regional plans that eventually resulted in the current Regional Plan for Educational Resources ('Regionaal Plan voor Onderwijsvoorzieningen'). BMC is currently successfully supporting organisations throughout the country in the preparation of regional plans. For more information on recent projects, we invite you to visit [www.bmc.nl](http://www.bmc.nl)



educational change - basic educational system for primary school students - school organisation - coaching - quality care - early participation programmes - partnerships between schools and other child care settings - child centre - lump-sum funding - training - primary education - secondary education - vocational education - special education - suitable education - participation - segregation - management development - strategic network alliances - educational logistics

## Areas of expertise

BMC provides advice, change management and interim management services, training and coaching, auditing, as well as research and benchmarking in the following areas of expertise:

- Finance and management
- Information and services
- Social development, sports and culture
- Education
- Organisation and Human Resource Management
- Social security
- Residential and environmental issues
- Healthcare

## Our clients

- Art, cultural and sports organisations
- Educational institutions
- Healthcare organisations
- Housing corporations
- Independent administrative bodies and agencies
- Judicial authorities
- Ministries
- Municipal authorities
- Provincial authorities
- Regional partnerships
- Social security agencies
- The immigration chain
- Welfare organisations
- Water boards

## The BMC Group

BMC is a subsidiary of the BMC Group, which also includes:

- **Interlink**

Market leader specialised in providing customised staffing solutions for the property and housing corporation markets

- **SGBO**

The specialised benchmark and research company for municipal governments

- **PublicSpirit**

The leading search agency for administrators, executive managers, managers and specialists

**BMC** | consulting  
management

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