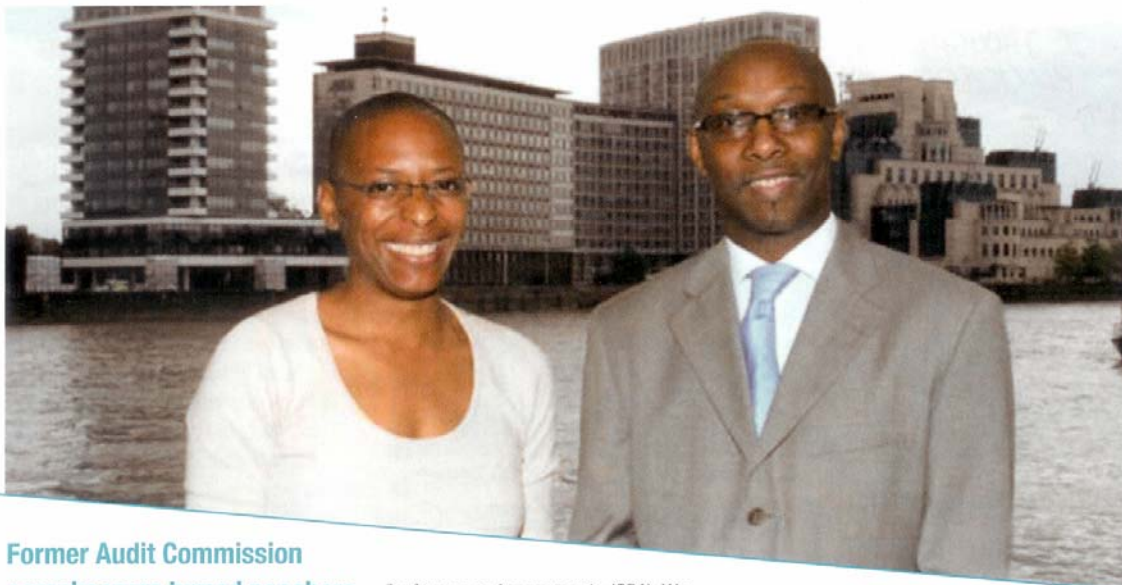


# GAMEKEEPERS TURNED POACHERS



## Former Audit Commission gamekeepers turned poachers

A pair of former Audit Commission inspectors has set up their own company to advise housing associations on preparing to meet the commission's inspection criteria.

FBHO met Franklyn Edwards of Arbouin Edwards Consulting Ltd recently and asked about the company and what it was offering to organisations and housing associations in particular? "Hearing the constant cry for help to prepare for audit and inspection, Charmaine Arbouin and I responded by setting up our own company, Arbouin Edwards Consulting Limited, to fill this gap", Franklyn said. "We are both ex-Audit Commission Best Value inspectors and performance specialists, and Charmaine has also worked for the Improvement and Development Agency (I&DeA). Between us we have over 30 years public sector experience and are therefore ideally placed to answer the call.

"We know what is looked for by auditors and inspectors when they come calling, so we are able to support our clients prepare for service inspections or Comprehensive

Performance Assessments (CPA). We can show them how to stack up and present the evidence to demonstrate their achievements, to show the true value of the service that they are delivering locally. Where there is a need to implement post- inspection changes and a capacity or resource gap has been identified, we are also able to cost effectively introduce change by working closely alongside our clients. This arrangement of course enables knowledge transfer and increases the capacity of organisations to achieve sustainable improvements. We even support organisations to undertake self-assessments, help them to identify the big issues they need to address, harness the talent they have and enable them to work more effectively to achieve their goals.

"Our breadth of knowledge and understanding of business and business re-engineering, enables us to operate quickly and effectively. We possess a broad range of expertise and skills developed in

the public, private and voluntary sectors so we are able to offer a wide range of services including improvement planning, culture change, strategic policy development, governance, performance and project management, group facilitation and diversity & equality training. We have been able to

establish strategic alliances with other organisations to increase our expertise, for example, we are working with Professor David Clutterbuck of Clutterbuck Associates to develop and deliver mentoring schemes. Being able to forge such partnerships is an indication of how highly we are thought

of and the quality of service we are able to deliver. We are also currently in discussions with One World Solutions about developing an alliance in supporting agencies that draw from and represent sections of the communities that experience exclusion.

"So you see", Franklyn said, "we believe that we have lots to offer to organisations that are serious about continuous improvement." ■

**"I am excited about our future and the difference we're going to make to our clients and their customers lives."**