Network news

Welcome to the April 25 edition of Network News. Delivered to your inbox every quarter, bringing you information on the latest developments in performance networks.

This Years Timetable

Year 27 (2024-25) data collection

This year, we have made the timetable and deadlines more streamlined. We have introduced time period bandings which qualify you for different levels of validation and reports. These are as follows:

Service	Return stage to be included in all checking	Return stage to be included in exclusion reports	Final Deadline
Building cleaning	1 August to 12 Sept	15 Sept to 1 Oct	24-Oct
Building maintenance	1 August to 12 Sept	15 Sept to 1 Oct	24-Oct
Catering	1 August to 12 Sept	15 Sept to 1 Oct	24-Oct
Cemetery and crematorium services	1 August to 12 Sept	15 Sept to 9 Oct	24-Oct
Environmental health	1 August to 12 Sept	15 Sept to 1 Oct	24-Oct
Roads / Highways	1 August to 12 Sept	15 Sept to 29 Sept	24-Oct
SCOTS	21 July to 22 August	TBC	TBC
Core highways	21 July to 22 August	22 Aug to 1 Sept	17-Sep
Parks	1 August to 12 Sept	15 Sept to 6 Oct	24-Oct
Refuse collection	1 August to 12 Sept	15 Sept to 2 Oct	24-Oct
Sports and leisure	1 August to 12 Sept	15 Sept to 2 Oct	24-Oct
Street cleansing	1 August to 12 Sept	15 Sept to 6 Oct	24-Oct
Streetscene	1 August to 12 Sept	15 Sept to 6 Oct	24-Oct
Trading standards	1 August to 12 Sept	15 Sept to 9 Oct	24-Oct
Transport	1 August to 12 Sept	15 Sept to 29 Sept	24-Oct
Northern Ireland Core Pls	30 June to 20 July		15-Aug
Northern Ireland Services	1 Dec to 2 Jan		30-Jan

Training

Data Completion Training

This year again we will be offering you full data completion training free-of-charge via a video link to get you set up ready for completing the data templates. If you have recently joined Performance Networks or would like to know more about the process then this training session helps in both understanding the performance networks reports, timetable and validation processes as well as an overview of the data templates and the web portal. To register for one of the data completion training sessions in June, please **CLICK HERE**.

Online data support sessions – Individual for each service area

We are holding support sessions for each service area which will be free-of-charge via a video link and will guide you through the relevant data templates.

An expert will navigate through each tab of the template and explain how to complete the data, where to find it, what results it will give you, what to prioritise etc. This is an opportunity for members who are about to embark on completion or possibly part way through the template and struggling, to join a working session to ask questions and get specific guidance on their template. The timetable for these sessions are found in the table to the right.

Service	Date	Time
Building cleaning	16 June	2pm – 4pm
Building maintenance	17 June	2pm – 4pm
Catering	18 June	10am – 12pm
Cemetery and crematorium	17 June	10am – 12pm
Core Highways	23 June	2pm – 4pm
Enviro Health	24 June	10am – 12pm
Parks	19 June	10am – 12pm
Refuse Collection	18 June	2pm – 4pm
Roads England/Wales	26 June	10am – 12pm
Roads SCOTS	19 June	2pm – 4pm
Sports and Leisure	26 June	2pm – 4pm
Street Cleansing	25 June	10am – 12pm
Trading standards	24 June	2pm – 4pm
Transport	20 June	10am – 12pm

Click here to book onto this session. If you are unable to attend, don't worry the full video recording will be available on the web portal to download after the session.

Collaborations to make data collection even easier!

APSE have been working with SEPA to establish as similar collaboration on recycling data for our Scottish councils that we have had in place for many years with Defra in England. This means that from this year onwards, we will be obtaining the recycling tonnage data directly from SEPA which will reduce the data collection burden considerably for our members. This will relate to the calendar year as opposed to the financial year due to national reporting requirements in Scotland.

To find out more information on this collaboration or to find out how to get involved in benchmarking your refuse service, please contact performance.networks@apse.org.uk

APSE have been working with Sport England to reduce data input times for benchmarking leisure centres and provide a level of synergy between the APSE and the Sport England Moving Communities data systems. This collaboration was strengthened in 2024 to now include financial data in addition to participation, facility usage, and facility management data. To expedite the process for APSE performance networks members, we have created an agreement which allows members to authorise Moving Communities to release this leisure centre data directly to APSE, therefore eliminating the need to input this data in the annual data collection templates.

Emma Bernstein, Strategic Projects Lead at Sport England, said: "**The collaboration with APSE is an important milestone in supporting a journey of performance monitoring and continuous improvement across the public leisure sector. The work that we can do together will drive quality and increase confidence and we are thrilled to work in partnership to minimise duplication across the sector. It will help and support facilities to demonstrate the positive impact they have on their local communities.**"

To find out more information on this collaboration or to find out how to get involved in benchmarking your leisure service, please contact performance.networks@apse.org.uk

Collaborations to make data collection even easier!

Since 22/23 APSE has been collaborating with PDA to reduce data input times for benchmarking streetlighting and provide a level of synergy between the APSE and the PDA data systems. There is an opportunity for APSE performance networks members who use PDA for their lighting stock and energy consumption to opt in to collaborate with PDA to support with the completion of the lighting benchmarking data.

To expedite the process for APSE performance networks members, we have created an agreement which allows you to authorise PDA to release this data directly to APSE, therefore eliminating the need to input this data in the annual data collection templates.

David Lewis, Account Manager for PDA said "**PDA is delighted to collaborate with APSE in the provision of our customers performance network data. In today's busy world it's not easy for you to find the time to retrieve, review and validate the data required for benchmarking, so why not let PDA take the strain and provide your relevant data direct to APSE**."

To find out more information on this collaboration or to find out how to get involved in benchmarking your roads, highways and street lighting services, please contact performance.networks@apse.org.uk

APSE continue to collaborate with NABMA and have produced the analysis for the latest NAMBA Markets survey 2024. Members of APSE performance networks who contribute to the survey can also receive their own comparison report with the average data set upon request.

To find out more information on this collaboration or to find out how to get involved in benchmarking your markets, please contact performance.networks@apse.org.uk

Updates

New benchmarking module on Climate Change

We have successfully completed a pilot and the full rollout of a new benchmarking model on benchmarking climate change at a corporate level. This compliments the data that we're currently collecting within service areas and the new module collects overall corporate data on measures such as emissions. New Power BI reports have been created to display the data with the function to interact with the data and create customised groupings.

Core PI Report: Northern Ireland Project

This year for the first time, we will be launching a new core PI data collection module for the Northern Ireland Project. This will allow the councils in Northern Ireland to prioritise core PI's in advance of national reporting requirements in September and focus on the service-based modules in the autumn. A new Power BI report is being created to report on the Core PI set during the summer.

Performance Networks Seminar 2025

The APSE performance networks seminar will be held this year on 4-5 December at the Village Hotel, Blackpool. This seminar will feature the best performing authorities and the most improved performers. To qualify for inclusion in these awards, please ensure you submit your data by the deadlines in September/October 2025.

New report types: Power BI reports

We have successfully piloted Power BI reports for building cleaning inspection data and climate change data which allows members to access interactive online reports. This is part of our commitment to reduce printed materials, which members have requested from the consultation, and to replace this with more interactive on-line reports. Draft Power BI reports for the main benchmarking services have been consulted on with the service-specific groups and are now being rolled out. These will supplement the current report set which will be predominantly produced in PDF.

Updates

Facing re-organisation? Use your data to establish a baseline for change

Many English councils are now facing the prospect of reorganisation and the ability to share frontline service data, providing a legacy baseline from which to continually improve services under a new authority, represents a best practice approach to the integration of service delivery.

APSE encourages all its performance networks members to complete their data submissions to provide this legacy data in advance of reorganisation. For more information on how we can support you to develop data reports for your own council through APSE performance networks, please contact the APSE office.

Customer Satisfaction Surveys

APSE offer a full portfolio of Customer Satisfaction Surveys. Carried out online, we will set up your survey, send you the link and you can distribute across your chosen network.

The team here will then consolidate responses and send you a report at the end of the collection period. You also have the option to access the live responses, so you can view feedback in real time.

Your customer satisfaction survey can be done on an annual basis and will feed into PI's on the reports (subject to sample size). For more information on the different surveys, Click here for more information
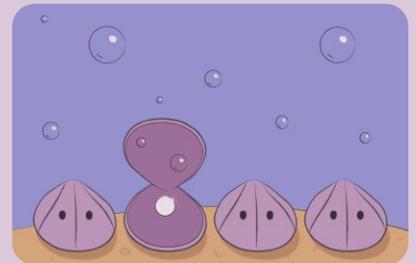
Inspection apps

We now offer inspection apps in the following areas:

Land Audit Management System

Cleaning Audit Management System

Play Inspection Management System

Memorial Inspection Safety Tool

To find out more about these, please CLICK HERE or contact

performance.networks@apse.org.uk