

Network News



Upcoming Events

WHAT'S
NEW?



Data Insights Webinar - What difference can data make to the way services are delivered?

Friday 23 October 2026

Start time: 10:00 Finish time: 11:00

Free to APSE members

Join us for a Data Insights Webinar exploring how turning data into insight can lead to smarter decisions, better experiences, and real improvements in the services you deliver.

We'll bring real examples of where data has helped our members spot opportunities, understand what people need, challenge assumptions, and make meaningful changes.

We'll explore:

- From insight to action - how evidence can drive better decisions
- Real-world impact - examples of how data has helped improve services
- What's next? - how we can make better use of the data already at our fingertips

Speakers include:

Data insights and Apps: using data to transform and manage services

Debbie Sutton, Chief Officer, Highland Council

Using data to manage and monitor contracts

Jo Gardner-Smith, Risk, Quality and Accreditations Manager, Oxford Direct Services (ODS)

Increasing intelligence through data insights

Debbie Johns, Director, APSE Performance Networks

[Click here to book](#)



Blackpool conference and awards ceremony!

From Performance to Insight

Using Data to Shape the Future of Local Services

Thursday 3 and Friday 4 December 2026

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The APSE performance networks seminar will be held on 3-4 December 2026 at the Village Hotel, Blackpool, FY3 8LL. Keynote speakers include:

- **Neighbourhood services in Berlin – how are they performing?** Sebastian Brand and Michael Resch, Organization and Technology Cleaning Business Unit, Berliner Stadtreinigung (BSR), Berlin
- **What's happening in front line services?** Debbie Johns, Director - APSE performance networks
- **Digitalisation and the use of AI within local government services** Gary McAllister, EMEA Public Sector CTO, Dell Technologies UK
- **Public opinion on service spending and the economy** Damian Lyons-Lowe, Chief Executive, Survation
- **A view from a Chief Executive: the vision for Dumfries and Galloway Council** Dawn Roberts, Chief Executive, Dumfries and Galloway Council

Panel discussion: What's in store for local government front-line services?

- Cyber security and good governance on AI / Digital strategy – Dr Mark Brett, Professor of Cyber Security Policy & Governance, SOCITM
- Local government finance – Dawn Roberts, Chief Executive, Dumfries and Galloway Council
- Workforce issues – James Rupa, Regional Lead for Local Government UNISON North West
- Managing demand and productivity – Emma Varnam, Assistant Director, Tameside MBC
- Adaptation, Biodiversity and Climate resilience – John Lamb, Chair, UKRLG ABC Board

There is an emphasis on service-specific workshops for:

- A. Building cleaning and catering
- B. Building maintenance (housing & non-housing)
- C. Cemetery and crematorium services
- D. Parks, street cleansing and street scene
- E. Waste collection, recycling and transport
- F. Roads/highways, winter maintenance & street lighting
- G. Sports & leisure
- H. Climate change and sustainability

[Click here to book](#)



What to expect from us



Awards shortlisting

We will be identifying the finalists from the 2025-26 data sets at the end of the month and will be informing the successful councils that have been shortlisted for this year's awards. If you are notified that you have been shortlisted, you will undergo a short online validation to check your data and this will be done through MS Teams during November.

Reports

You will receive the following reports from us:

- Performance indicator standings tables; tabular report detailing positioning information of each PI within your family group and across the whole service area
- Performance at a glance report; dashboard of key performance indicators showing individual performance compared to current averages and previous performance
- Performance reports; report displaying graphically performance indicator results for all organisations within your family group
- Power BI interactive reports; where you can filter the analysis on the secure web portal to display the results for customised groupings
- Direction of travel report; showing your performance over the past 5 years compared to the average for key performance indicators

- Summary report; detailing trend analysis across the whole service area and highest, lowest and average figures
- Best practice case studies from the best performing and most improved authorities on how they have achieved that level of performance

Get support analysing your data

Once you have completed and submitted your data you will receive the full portfolio of APSE reports. At this stage you may wish to learn a little more on how to use the data and reports you have received. To assist with this, we have data analysis training available, free of charge. This is customised one-to-one training with a consultant to review your reports, interpret the scores, and provide actionable insights for improvement.

To register an interest in this, please click here:

<https://www.apse.org.uk/index.cfm/apse/performance-networks/performance-networks-training/data-analysis-training/>



Power BI reports

Performance Networks is continuing to enhance how members access and interact with their data through Power BI reporting. Power BI provides dynamic, interactive dashboards that allow you to explore your performance data in greater detail, identify trends quickly and make more informed decisions. We have now produced Power BI reports for:

- ✓ Building Cleaning
- ✓ Building Maintenance
- ✓ Climate Change
- ✓ CLAMS – Cleaning Audit Management System
- ✓ Recycling and waste collection
- ✓ Roads and highways
- ✓ Northern Ireland Core PI data set

The remaining reports will be produced as follows:

Cemeteries and crematoria	Dec-26
Catering	Mar-27
Sports and leisure	Mar-27
Street lighting	Mar-27
Parks	Jun-27
Street cleansing	Jun-27
Transport	End of 2027

We will be providing online training and guidance during the winter period on how to access and use these reports to drill into data sets for similar authorities.

Did you know?

If you have submitted your data then you can identify the other authorities and their contact details within your comparator group through the webportal. This will enable you to share performance and helps to facilitate learning exchanges between members.

Online data collection forms

We're excited to introduce a new and improved way to complete your data collection! Our new online data collection forms, accessible through the Data Hub on the web portal, are being designed to make the process easier, quicker, and more enjoyable.

With a fresh, modern look and a more user-friendly design, the new forms will offer a clearer, more intuitive way to navigate the data collection process. You'll be able to complete your data online and choose the sections most relevant to you, making the experience more flexible and easier to manage.

Subject to successful testing and piloting, we anticipate that the new forms will be available for the 2026-27 data collection period, launching in April-May 2027.

We look forward to introducing these improvements and providing a simpler, more accessible, and user-friendly data collection experience for everyone!

