

Managing Services in a Performance Culture

The Future of Direct Services in Wales
APSE Wales

Outline

- Performance – ??
- Front line services performance trends
- Performance for the future
- Performance quiz

What do we mean by performance?

- “The accomplishment of a given task measured against pre-set known standards of accuracy, completeness, cost, and speed.”
- Numbers – quantity
- Qualitative – case studies / surveys
- Evaluative - outcome

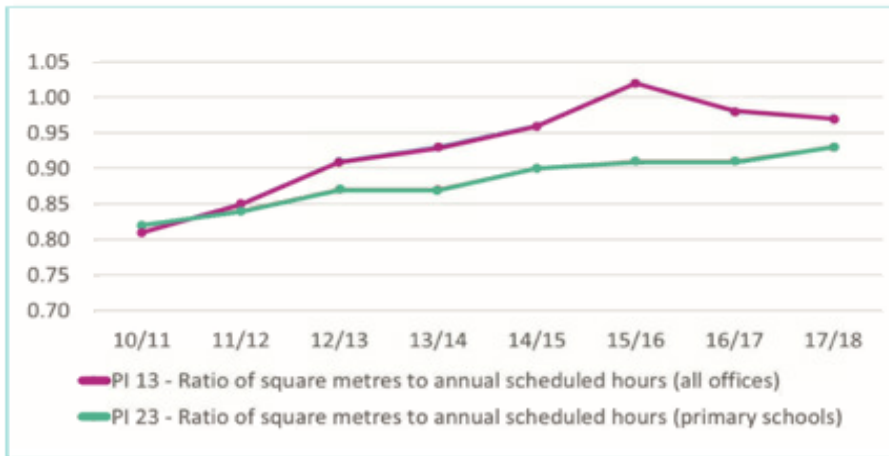
Performance and benchmarking

Why benchmark?

- Demonstrate value for money
- Comparing like for like councils to improve
- Service reviews / efficiency savings
- Making decisions on how to change and transform your services
- To manage your services effectively

Performance benchmarking -- productivity

Building Cleaning

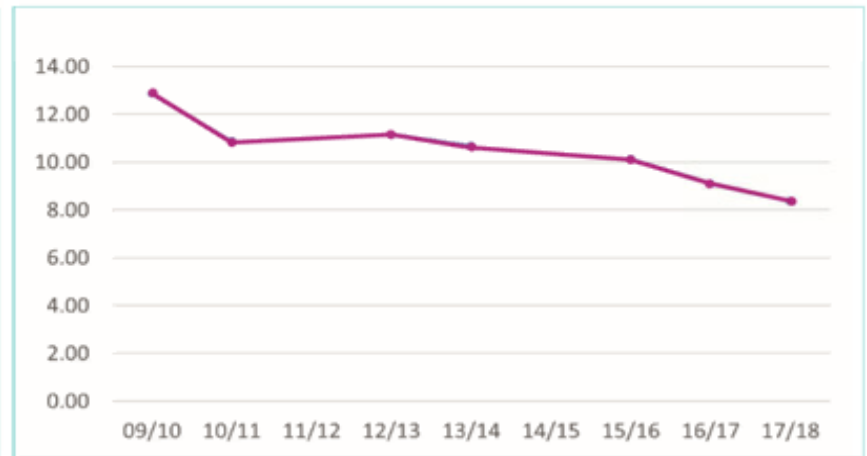


20%



13%

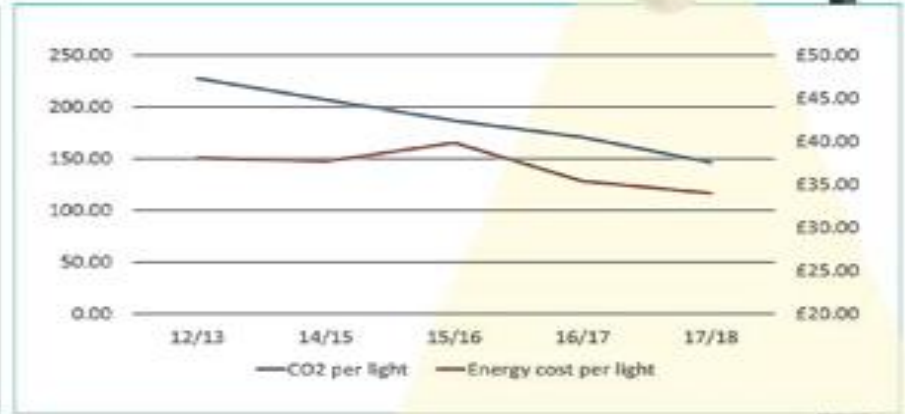
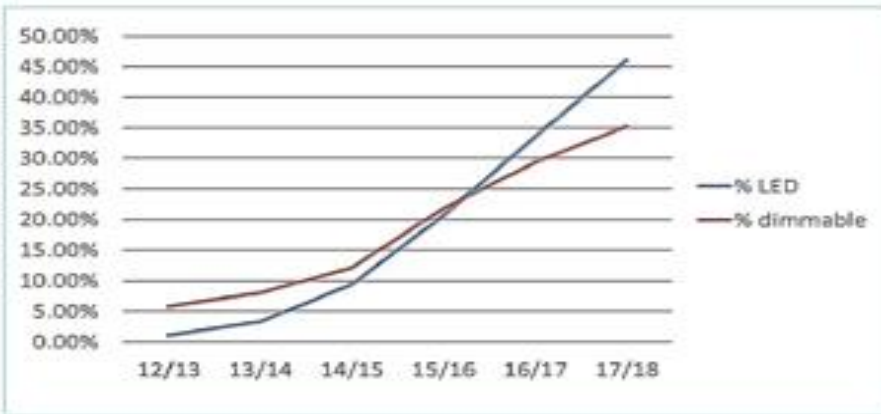
Building maintenance
PI 24 Average time taken to complete routine repair



35%

Performance benchmarking – innovation

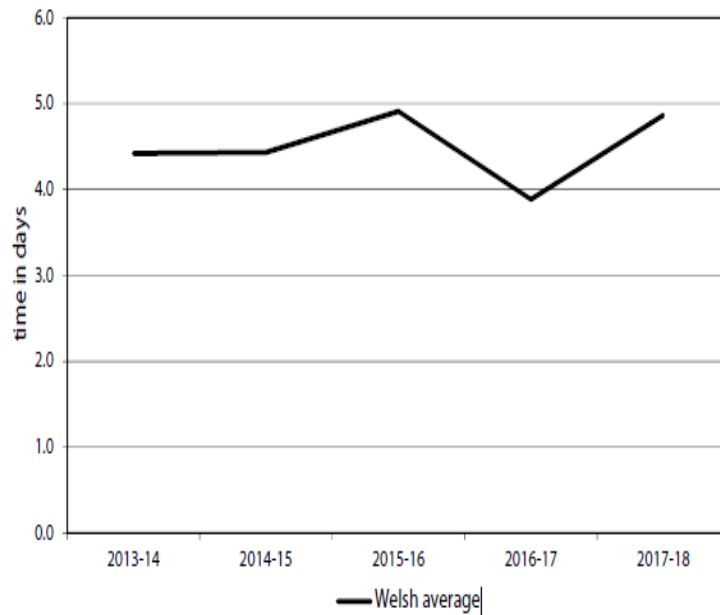
Energy - Street Lighting



36%
11%

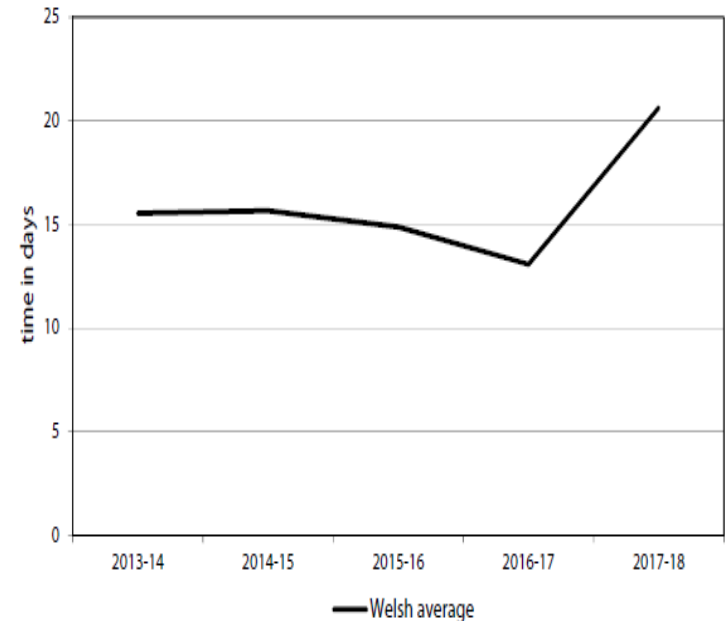
Performance benchmarking -- public v private

PI 04 Average time to repair street lamps (authority only)



This performance indicator measures the average time in days for authorities to repair street lamps. This does not include street lamps repaired by the electricity supplier.

PI 05 Average time to repair street lamps (electricity supplier)



This performance indicator measures the average time in days for the electricity supplier to repair street lamps.

Quiz time – 2 points for each correct answer

Best Value – when was it introduced in England and Wales?

A - 1996

B - 1998

C - 2000

D - 2002

What does BVPI stand for?

A - British Value Prime Indicator

B - Best Value Performance Indicator

C - Best Value Published Indicator

D - British Vehicle Primary Index

What does LGM stand for?

A - Local Government Monitor

B – Label Gross Misunderstanding

C - Local Government Measure

D - Local General Meeting

What does PAM stand for?

A - Performance and Measurement

B - Public Accountability Measure

C - Primary Advisory Matter

D - Published Accountability Measure

What does NSI stand for?

A – Normal Standard Initiative

B – National Strategic Indicator

C – Neighbourhood Statutory Index

D - National Statutory Income

Bonus point – 5 points

When was Best Value abolished and replaced by the Local Government Measure?

A – 2009

B – 2010

C – 2011

D – 2012

Performance in the future

- Productivity
- Sustainability
- Innovation
- Resilience
- Collective working

APSE Corporate Performance Indicators

- Developed in Northern Ireland as part of a duty to benchmark
- Needed 10 councils contributing to the pilot
- Exploratory workshop to develop indicators (June 2018)
- Developed measures
- Data collection
- Reports produced (December 2018)

Corporate Services Benchmarking

Services include:

Organisational development / human resources (OD / HR)	Legal services
Training / learning	Finance and financial services
Information and digital	Democratic services
Registration services	Governance
Corporate call centres	Employee wellbeing
Complaints	Equality and diversity

Thank you

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