

Benchmarking in local government - A Welsh perspective



Andrew Stephens
Executive Director

6 December 2013

Presentation covering.....



- LG Performance Improvement Framework in Wales
- Where are we now?
- Data Unit's role
- Challenges and issues
- Where next?

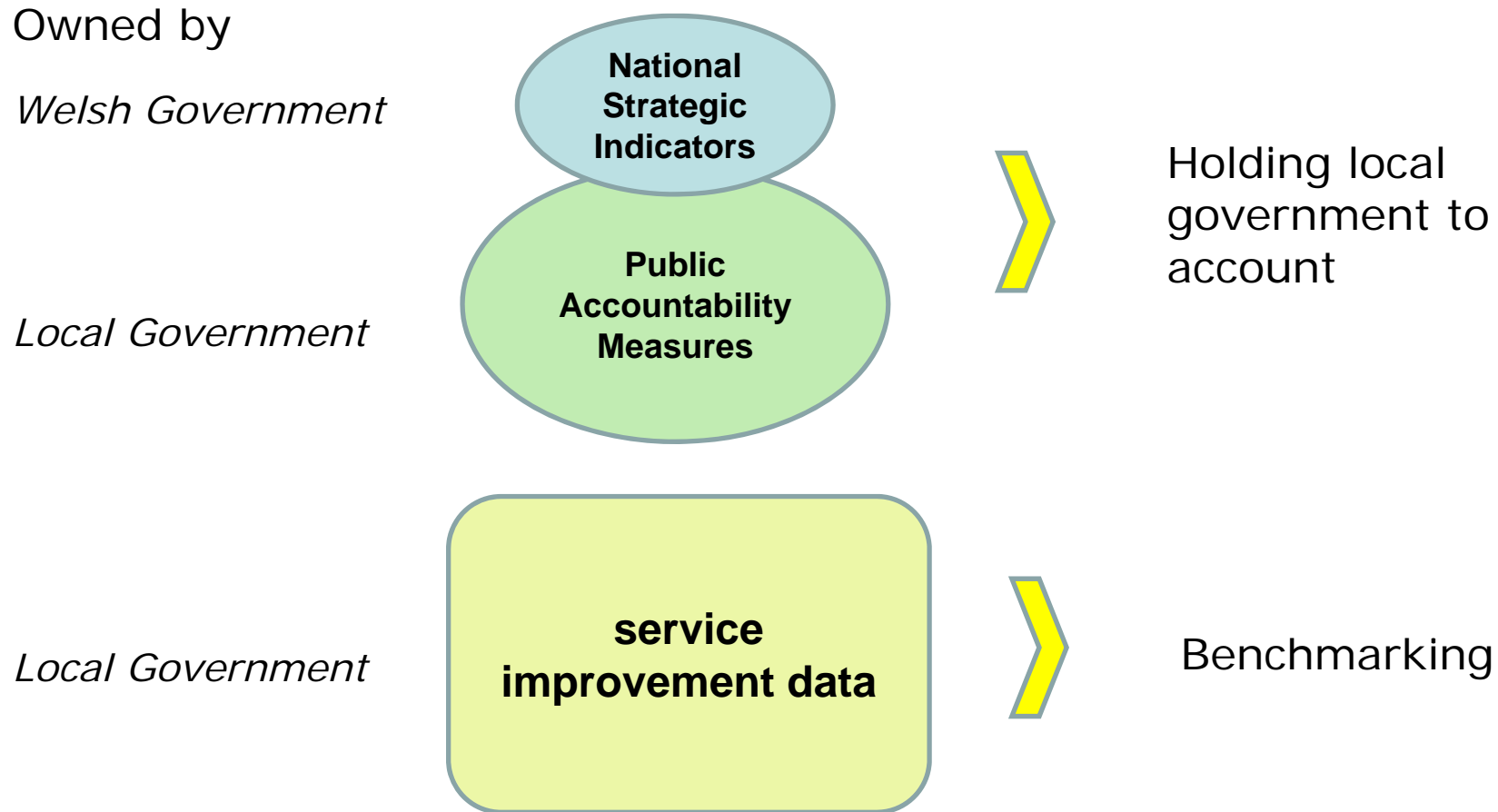
Context.....



- Devolved national government
- 22 unitary local authorities
- Authorities vary significantly
- Performance Improvement Framework



Local Government Performance Improvement Framework in Wales

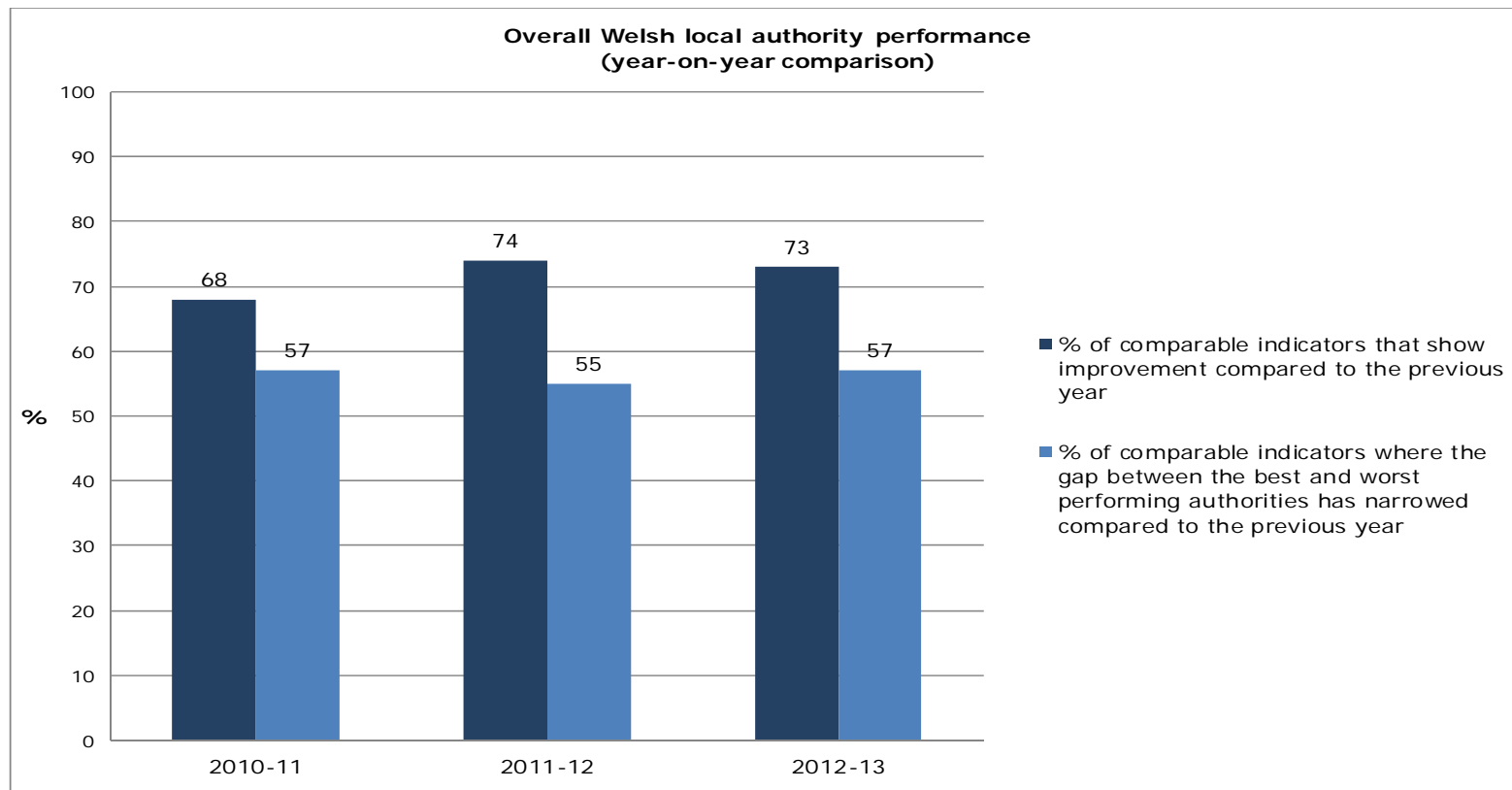


The journey so far



- Still evolving
- NSI & PAM collection and dissemination
- Established 'benchmarking clubs'
- Culture change

The performance picture.....



Data Unit's role



- Central support
- Development of data sets (definitions etc.)
- Collation and dissemination/sharing
- Value added analysis
- Supporting use locally


Benchmarking – a model



- 'Safe' environment (including regulators?)
- Review performance/benchmarking data – what data?
- Understand any data issues
- Examine 'real' differences in service performance
- Agree actions for service improvement
- On-going review

Welcome Screen

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Welcome to Benchmarking Wales...

Benchmarking Wales is the new repository for local authority service improvement data. Here you'll be able to access a wide range of data developed by local government service areas and their regulators to support shared learning and service improvement. We've also included a range of appropriate additional data to help you consider your service within a wider context.

Benchmarking Wales allows you to see the data for your service and consider how the data varies across Wales and over time. You can also consider links between data items e.g. to understand cause and effect. You'll also find detailed definitions of the data items, and be able to access reports prepared for individual services where the data is used to summarise service performance.

Important: Data within Benchmarking Wales is shared for the purpose of improving services. By using the system you agree not to make public any data relating to an individual authority without that authority's explicit consent, or to use the data for any other purpose other than that intended here.

User name:

Password:

Remember me

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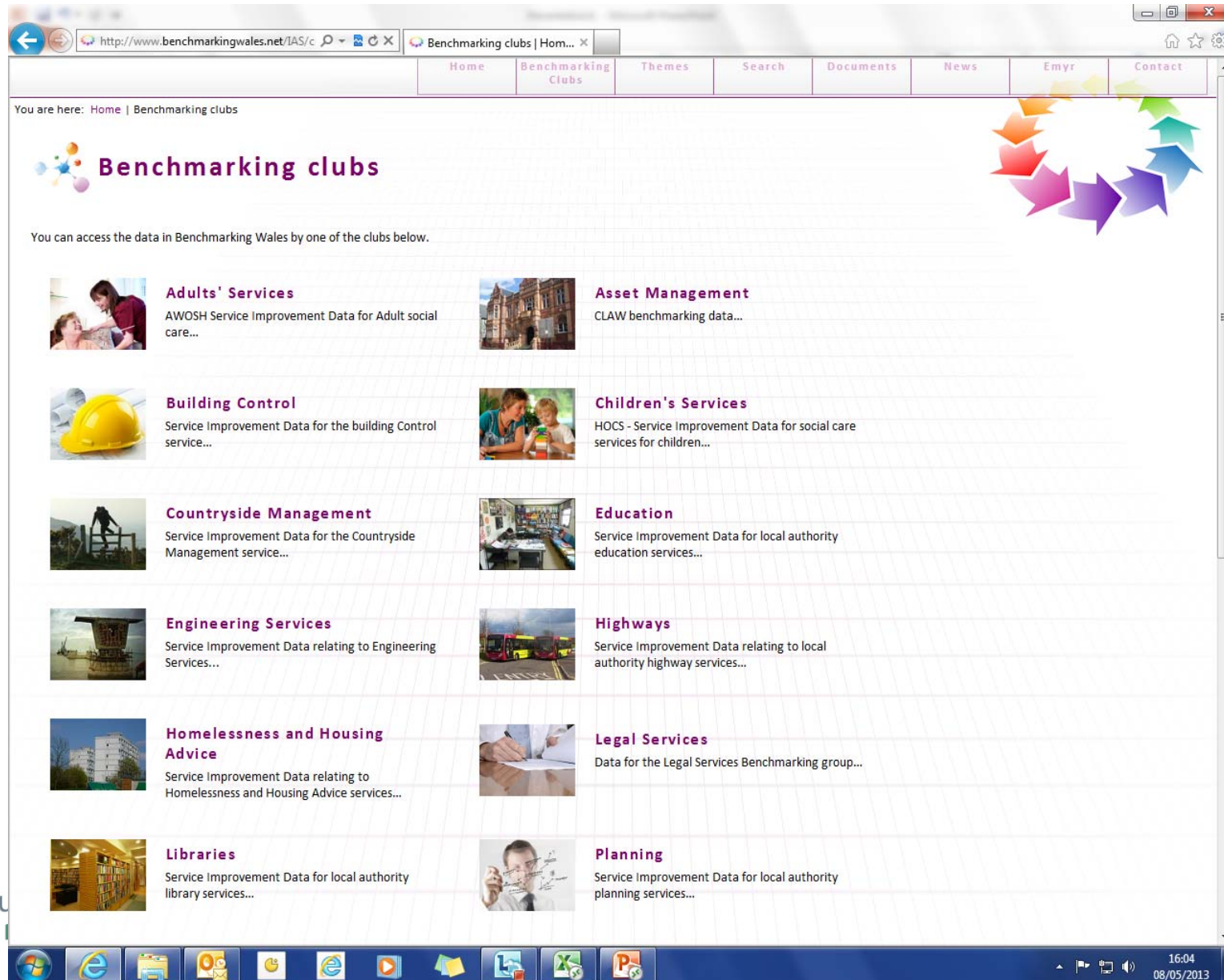
[Register](#)

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Choose your data....



http://www.benchmarkingwales.net/IAS/c













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Benchmarking clubs

You can access the data in Benchmarking Wales by one of the clubs below.

 Adults' Services AWOSH Service Improvement Data for Adult social care...	 Asset Management CLAW benchmarking data...
 Building Control Service Improvement Data for the building Control service...	 Children's Services HOCS - Service Improvement Data for social care services for children...
 Countryside Management Service Improvement Data for the Countryside Management service...	 Education Service Improvement Data for local authority education services...
 Engineering Services Service Improvement Data relating to Engineering Services...	 Highways Service Improvement Data relating to local authority highway services...
 Homelessness and Housing Advice Service Improvement Data relating to Homelessness and Housing Advice services...	 Legal Services Data for the Legal Services Benchmarking group...
 Libraries Service Improvement Data for local authority library services...	 Planning Service Improvement Data for local authority planning services...



View your data...

http://www.benchmarkingwales.net/IAS/c Annual data for Wales | Pla... x

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Planning >> PLA/002 - Planning applications approved (%) >> FY 2011-12

STEP 1
Select the data item you want to see in the map and table...

Select data i

-- no data # = did not take part in collection

Ceredigion: 90.9

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Filter

STEP 3
You can 'filter' the results to show a region of Wales. Just click on the button and select your region from the list...

- Local Authority
- Worst
- Best
- WLGA Regions
- Background Mapping

STEP 2
You can sort the table by the authority name or the data item value. Just click at the top of the column...

	Authority	Data Value
●	Isle of Anglesey	95.9
●	Gwynedd	94.9
●	Conwy	86.7
●	Denbighshire	90.0
●	Flintshire	90.1
●	Wrexham	88.9
●	Powys	93.0
●	Ceredigion	90.9
●	Pembrokeshire	88.4
●	Carmarthenshire	89.7
●	Swansea	86.4
●	Neath Port Talbot	95.0
●	Bridgend	89.4
●	The Vale of Glamorgan	90.5
●	Cardiff	90.1
●	Rhondda Cynon Taf	87.5

Comparator	Data Value
● Wales	90.3
● UPPER QUARTILE	93.5
● MEDIAN	90.0
● LOWER QUARTILE	88.5



Service performance overview...

http://www.benchmarkingwales.net/IAS/c Service performance overvi... x

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Planning >> PLA/002 - Planning applications approved (%) >> FY 2011-12

STEP 1
Choose your authority by clicking on the map. Data for this authority will then be shown in the trend chart...

STEP 2
Select the data item you want to see in the map by clicking data item in the table....

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Filter

STEP 3
You can 'filter' the results to show a region of Wales. Just click on the button and select your region from the list...

Comparator	Data Value
Wales	90.3
UPPER QUARTILE	93.5
MEDIAN	90.0
LOWER QUARTILE	88.5

Data Item	Date	Data Value	Performance
▼ Planning			
PLA/002 - Planning applications approved (%)	FY 2011-12	93.0	86.4 95.9
PLA/003 - planning application & enforcement notice appeals upheld (%)	FY 2011-12	64.0	25 92.3
PLA/004a - Major planning applications determined in 8 weeks (%)	FY 2011-12	12.0	12 54.5
PLA/004b - Minor planning applications determined in 8 weeks (%)	FY 2011-12	58.8	35.3 81.3
PLA/004c - Householder planning applications determined in 8 weeks (%)	FY 2011-12	82.4	60.8 96.6
PLA/004d - Other planning applications determined in 8 weeks (%)	FY 2011-12	75.0	40.4 91.1
PLA/004e - Environmental Impact Assessments determined in 16 weeks (%)	FY 2011-12	0.0	0 100
PLA/005 - Enforcement cases resolved in 12 weeks (%)	FY 2011-12	40.5	20.2 86.1
PLA/006 - Additional affordable housing units provided (%)	FY 2011-12	13	6 55
PLA/007 - Additional housing units on previously developed land (%)	FY 2011-12	18.35	0 100

■ Powys
■ Worst ■ Best ■
 - +

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Challenges and issues



- Data quality
- Culture
- Public or not?
- Role of the regulators
- Beyond Wales



What next?



- Review of our Public Accountability Measures
 - Relevance
 - Completeness
- Citizen engagement
 - What, when and how?
- Continued focus on value added analysis
 - So what?
- Commission on Public Service Governance and Delivery
 - May say something on performance management and reporting



Andrew Stephens
Executive Director
Local Government Data Unit ~ Wales

Contact details:

Andrew.stephens@dataunitwales.gov.uk

Tel 0044 29 2090 9501