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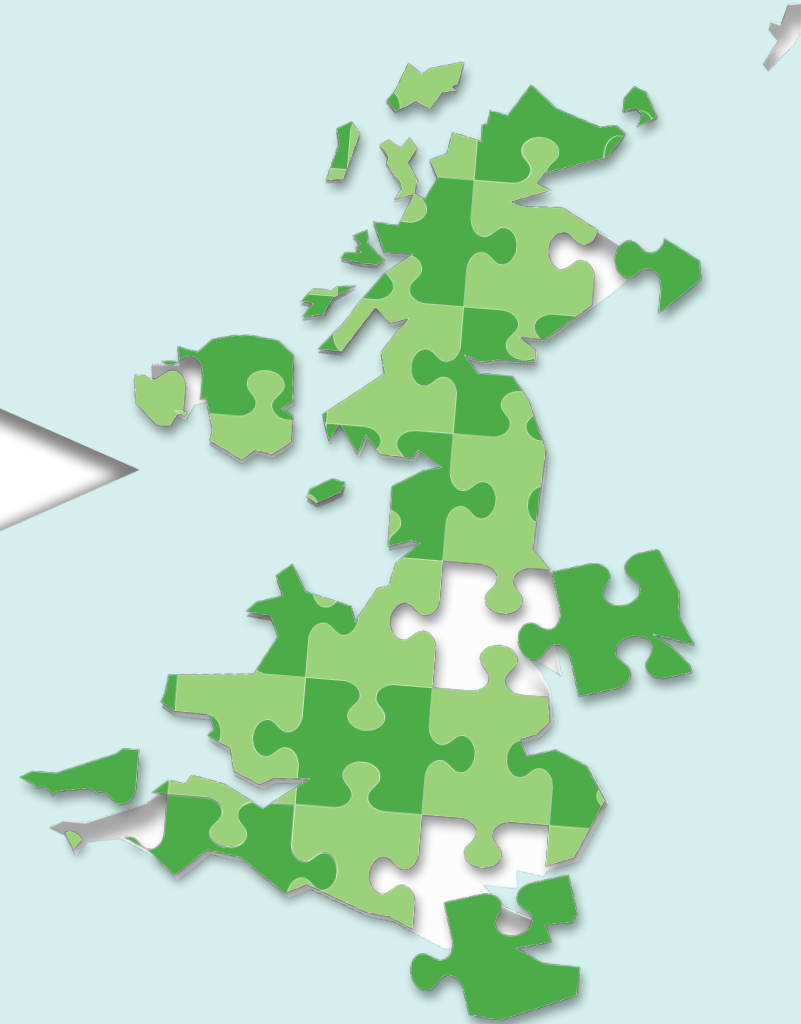


**@APSE - Association for
Public Service Excellence**

How are front line services in the UK performing?

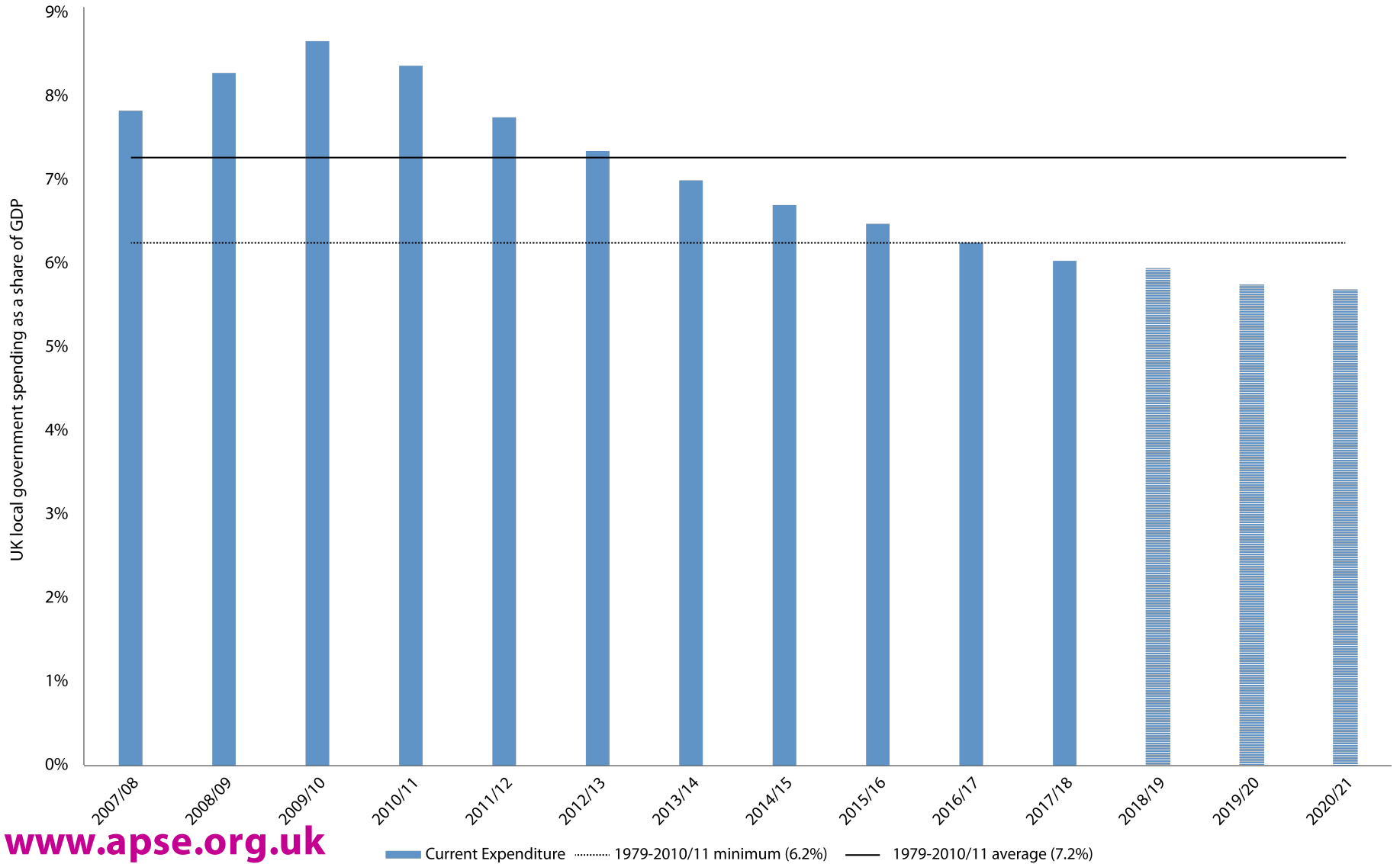
Debbie Johns

Head of Performance Networks, APSE



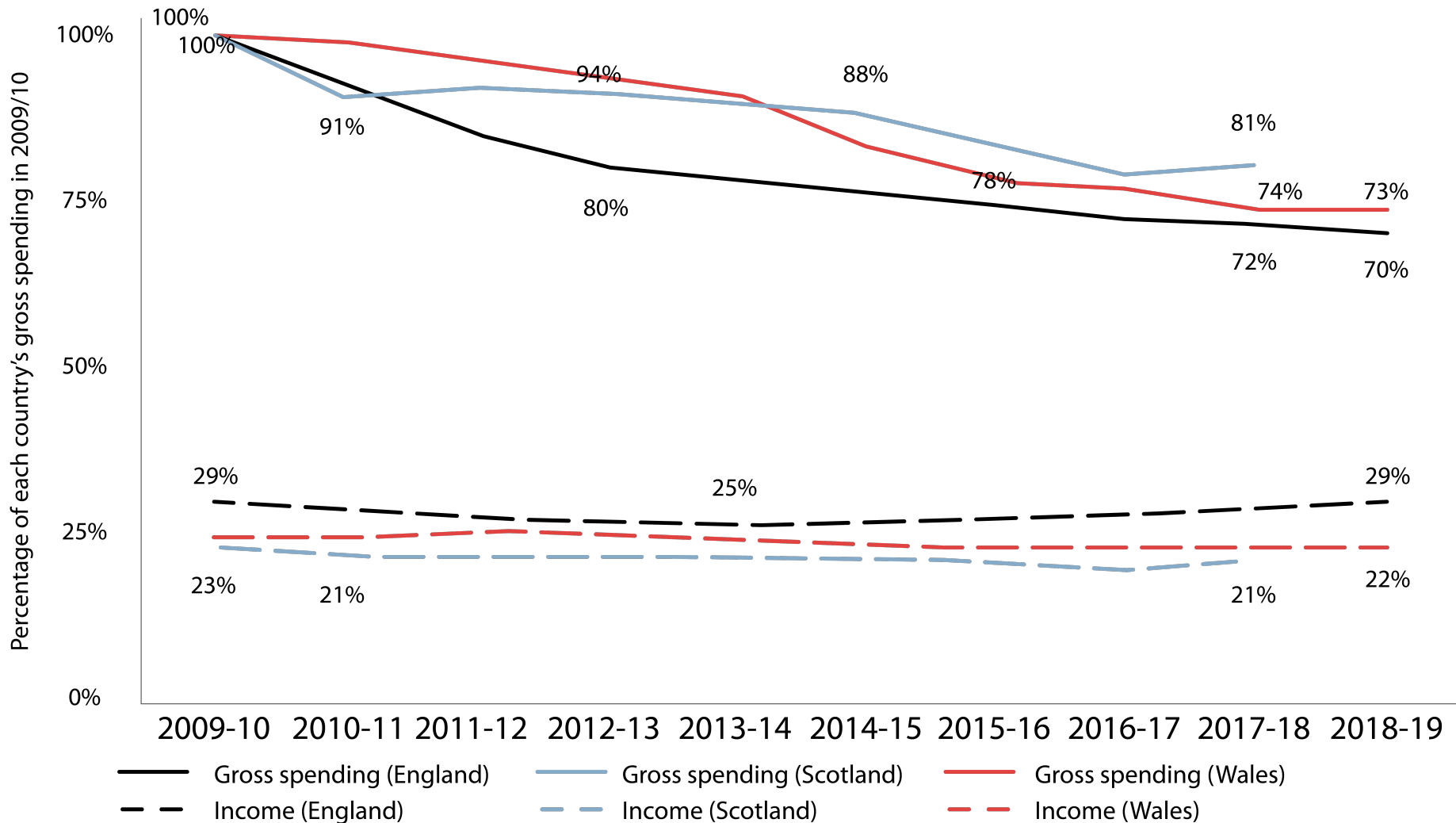


Spending against GDP



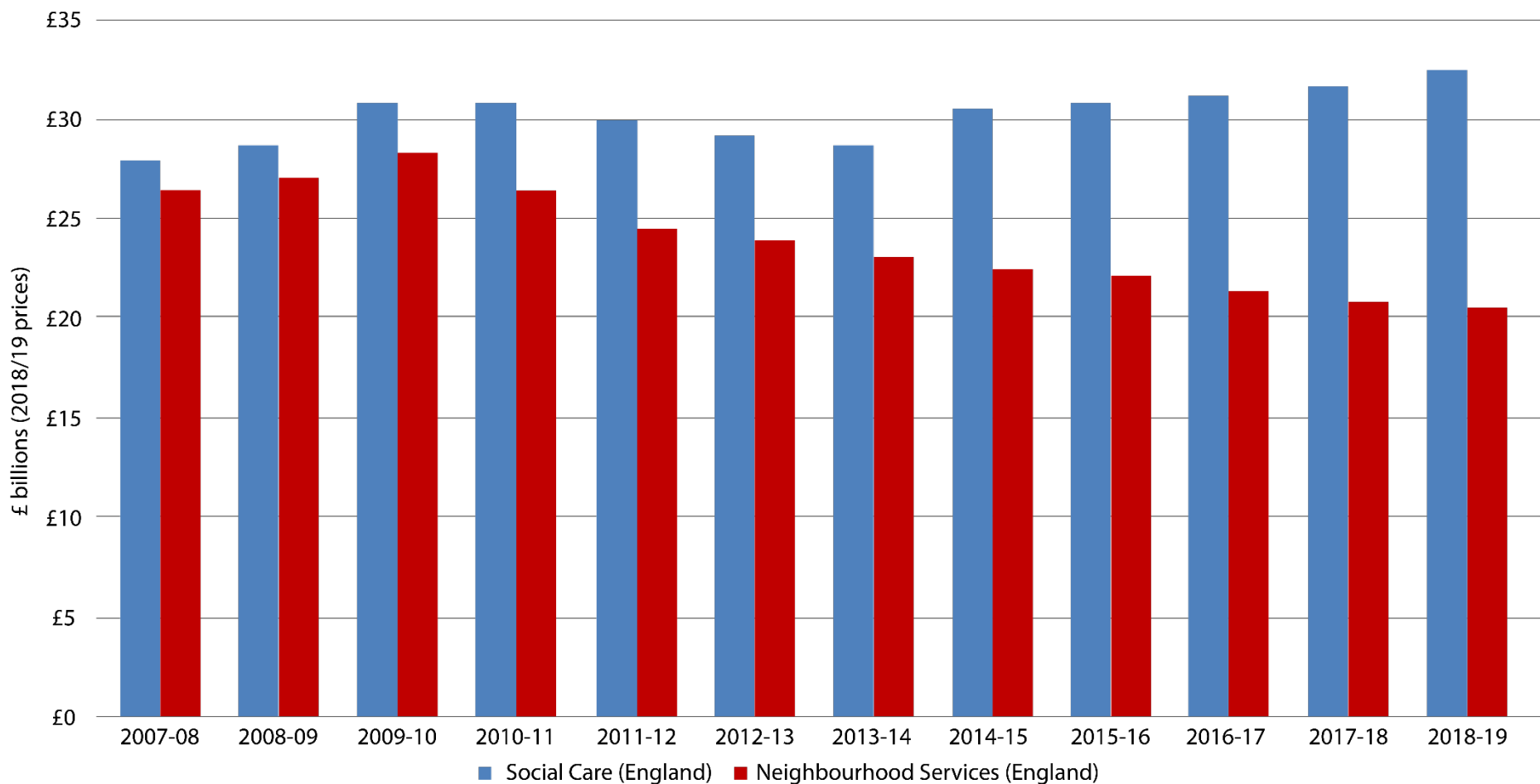


Spending and income on neighbourhood services





Spending on social care v neighbourhood services





20 years of data



Cost | Impact on outcomes | Productivity | Climate change

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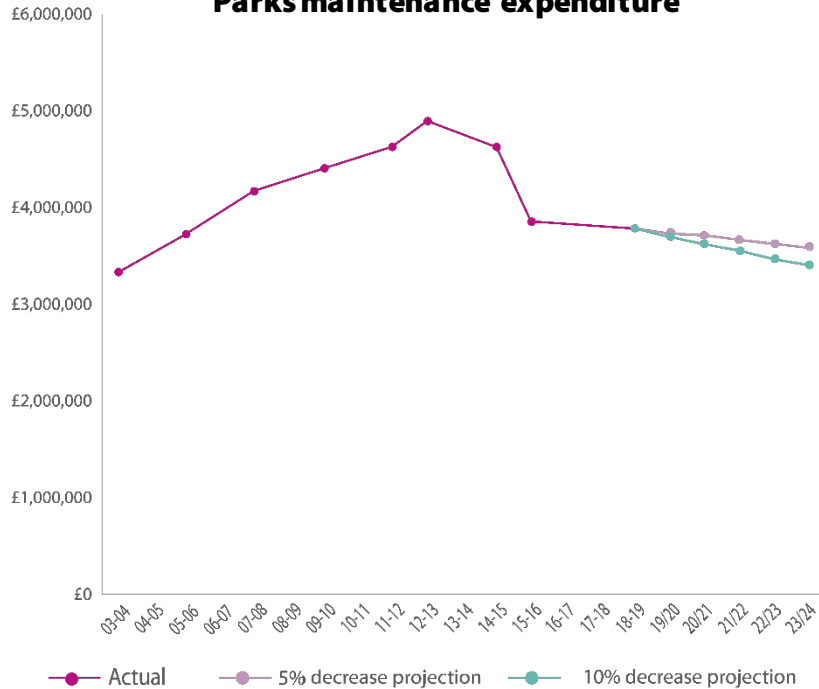


performance networks



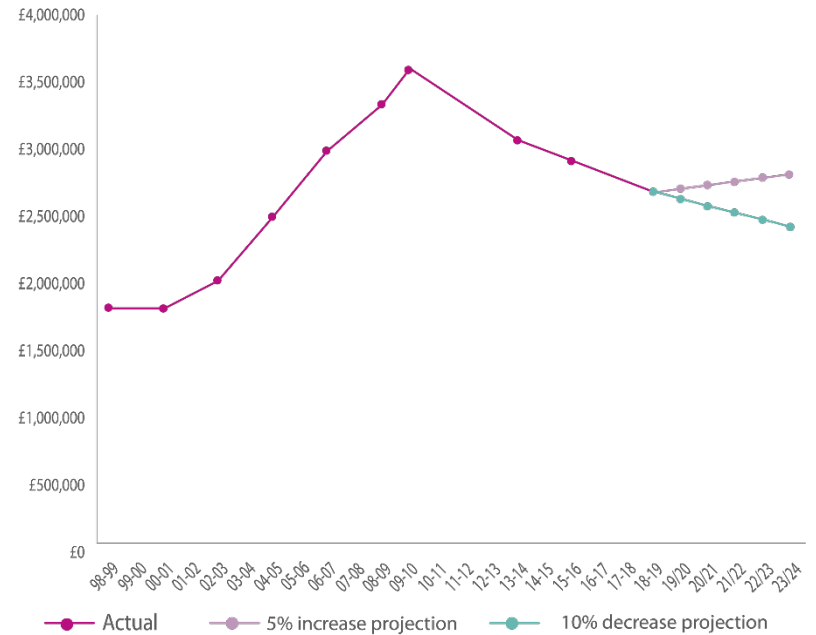
Neighbourhood services

Parks maintenance expenditure



23%

Street cleansing operational expenditure

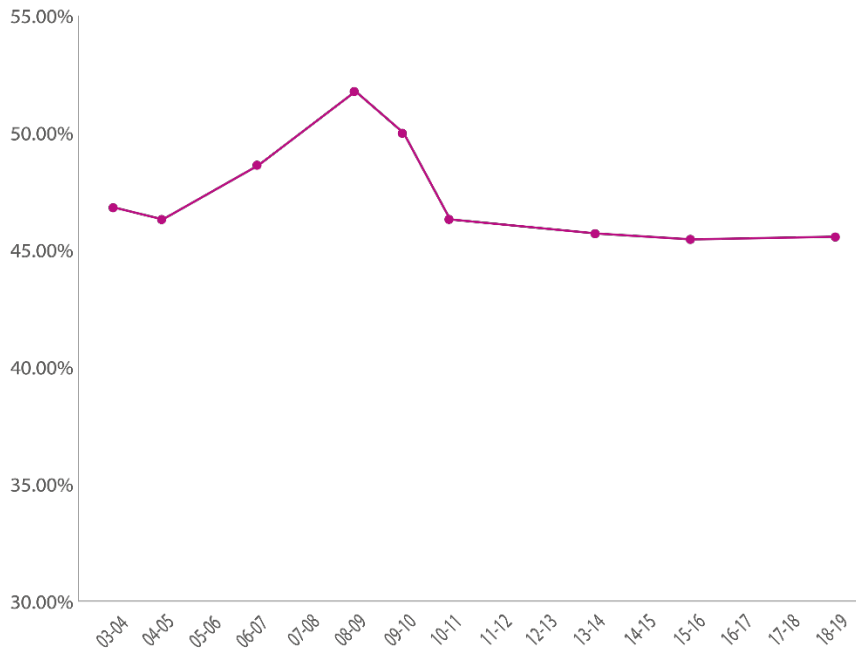


26%

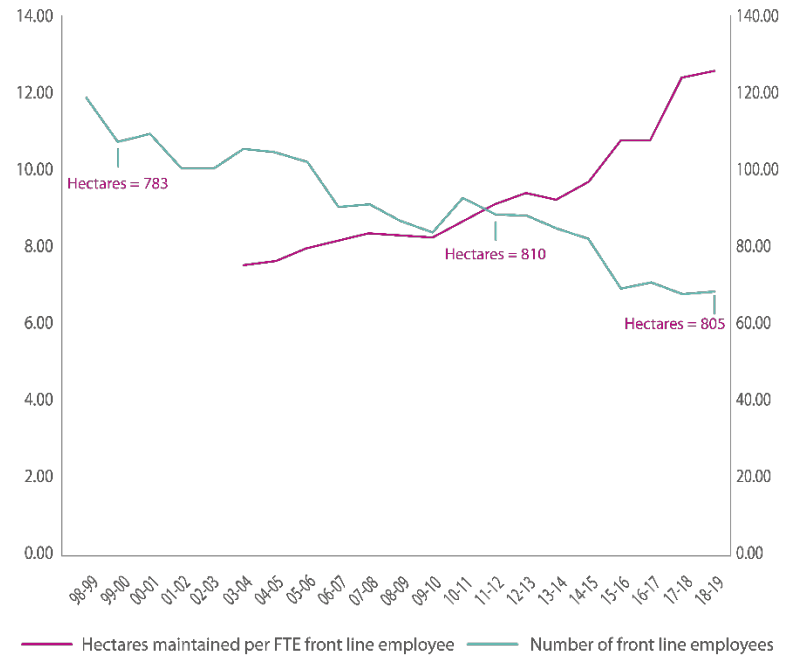


Neighbourhood services

Parks output specification score



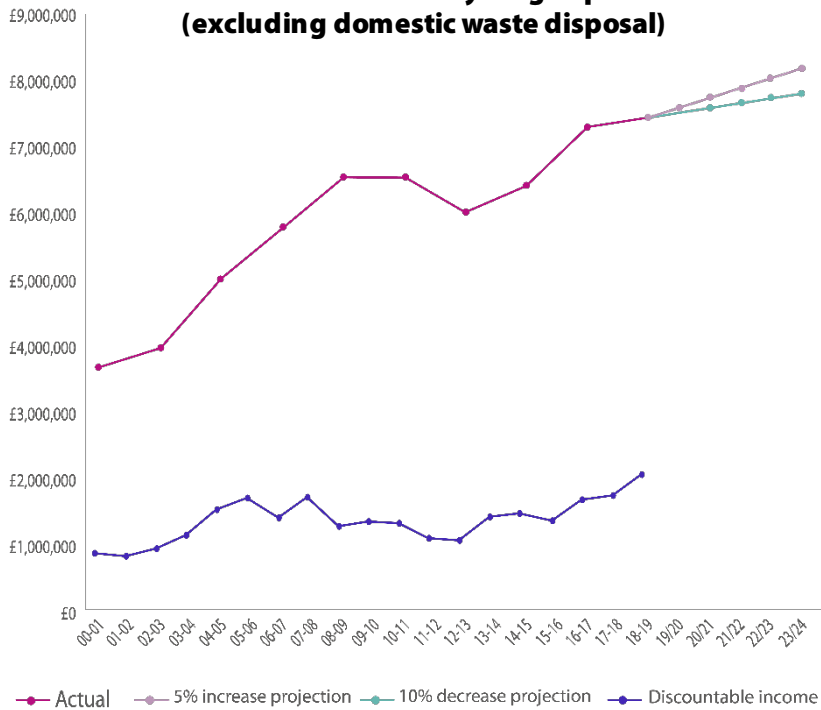
Hectares maintained per employee and front line staff numbers



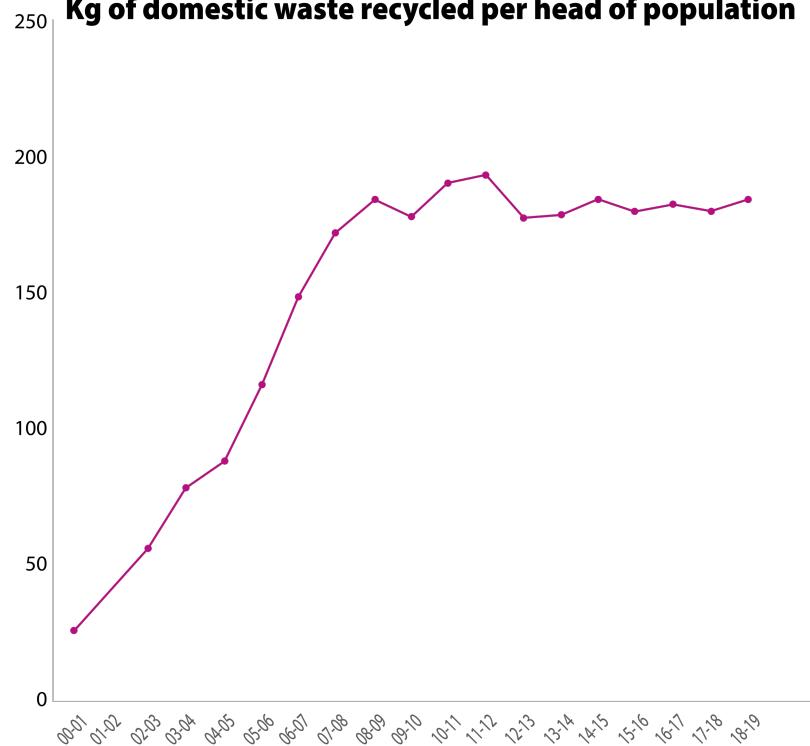


Neighbourhood services

Refuse collection and recycling expenditure (excluding domestic waste disposal)



Kg of domestic waste recycled per head of population





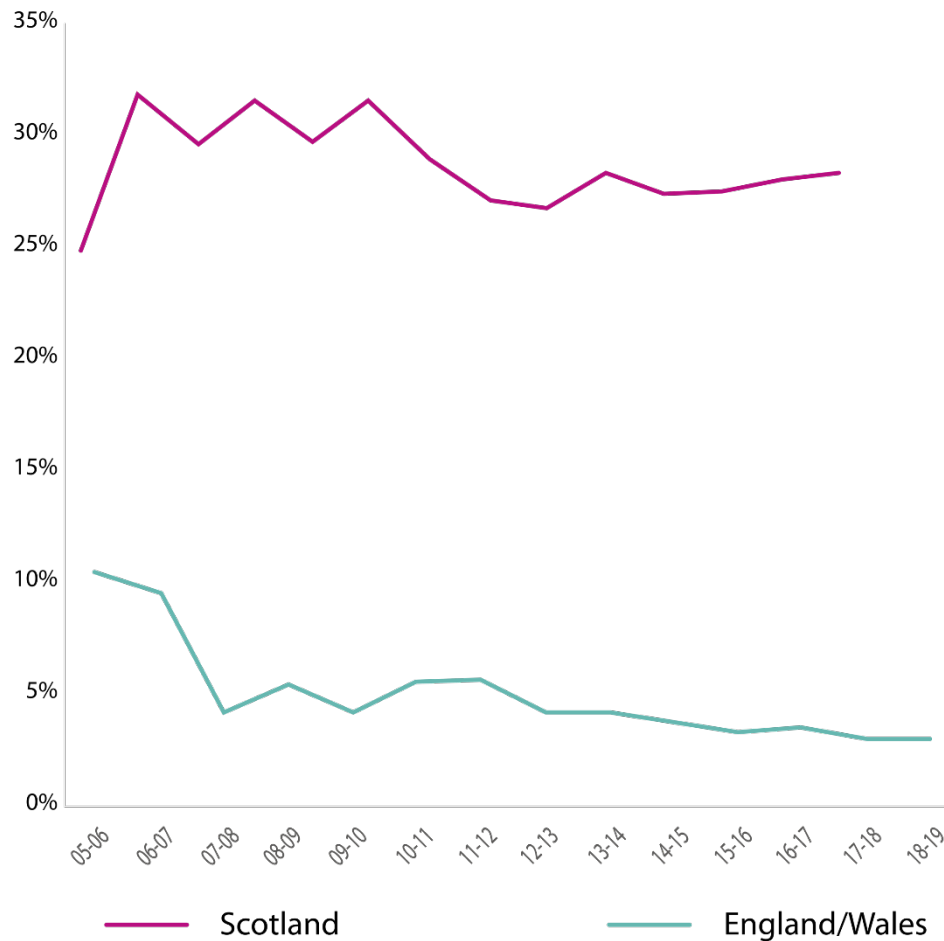
Staffing/resources

	Base year	Current year	Increase/reduction
Parks	118	69	-42%
Street cleansing	74	51	-31%
Refuse collection	75	94	25%



Roads and highways

Roads and highways to be considered for maintenance



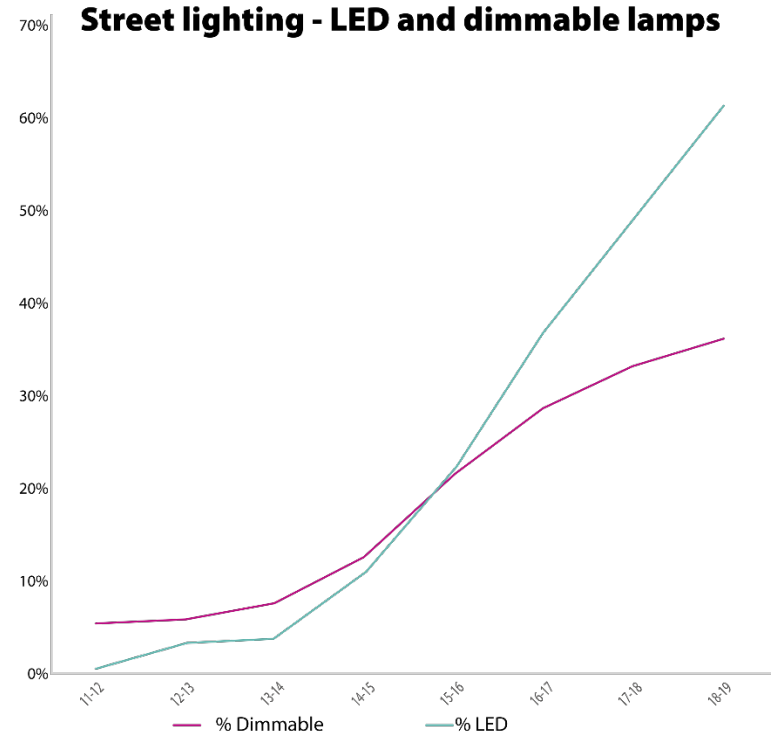


Street lighting

Energy cost and CO2 per light



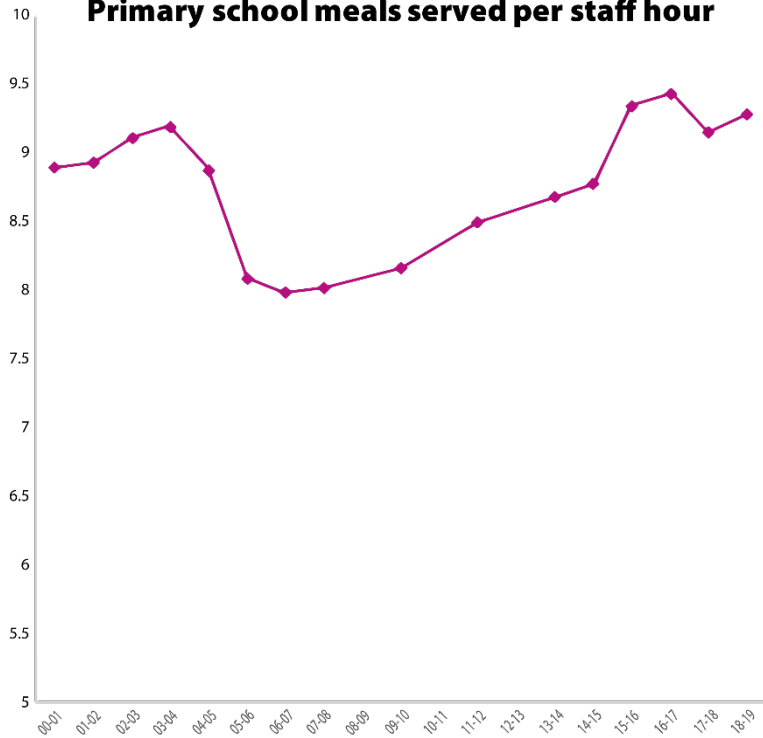
Street lighting - LED and dimmable lamps



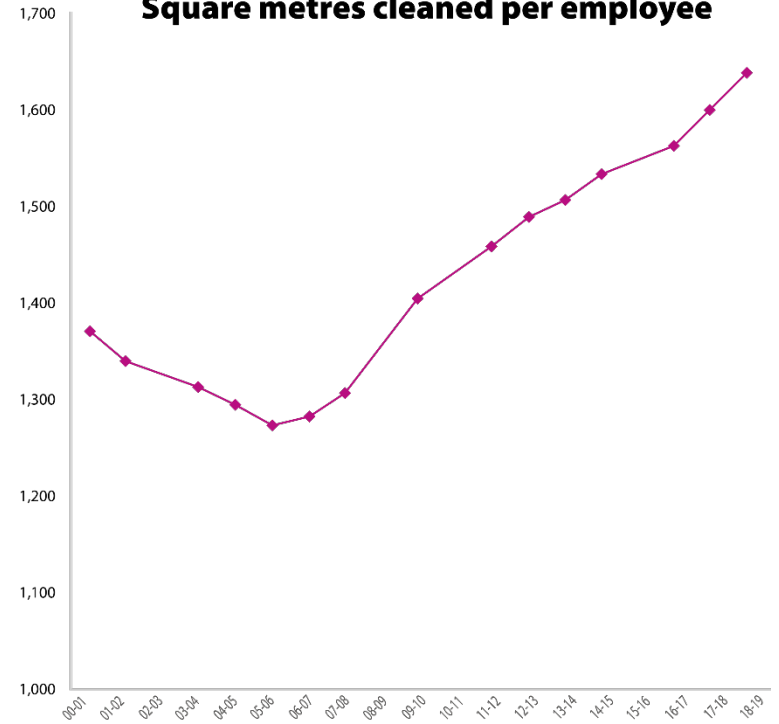


Catering and cleaning services

Primary school meals served per staff hour



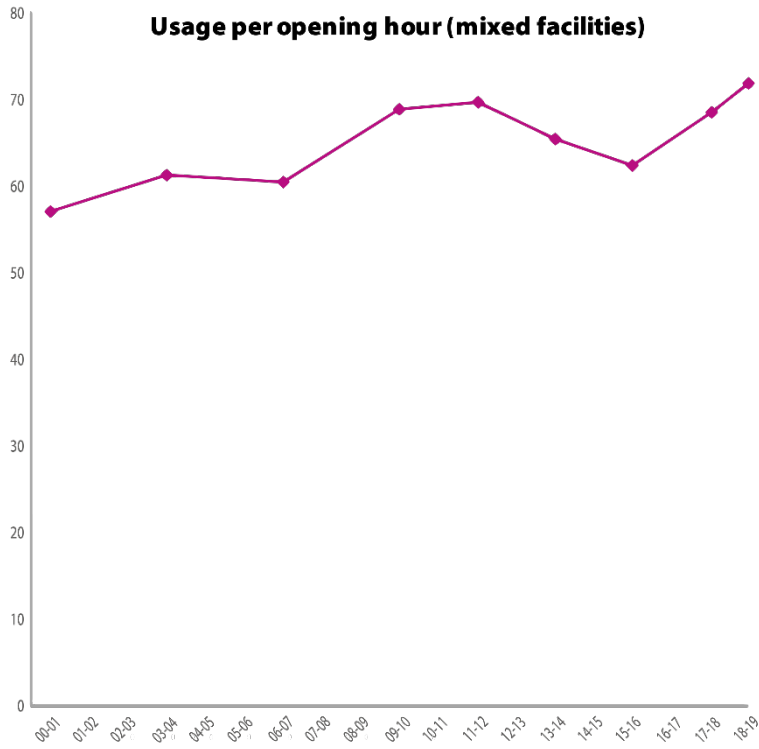
Square metres cleaned per employee



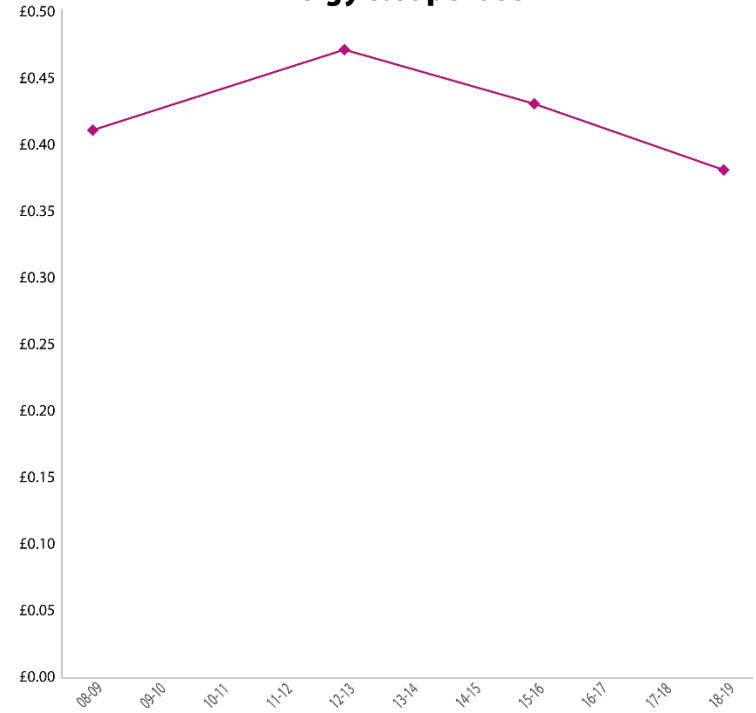


Leisure

Usage per opening hour (mixed facilities)

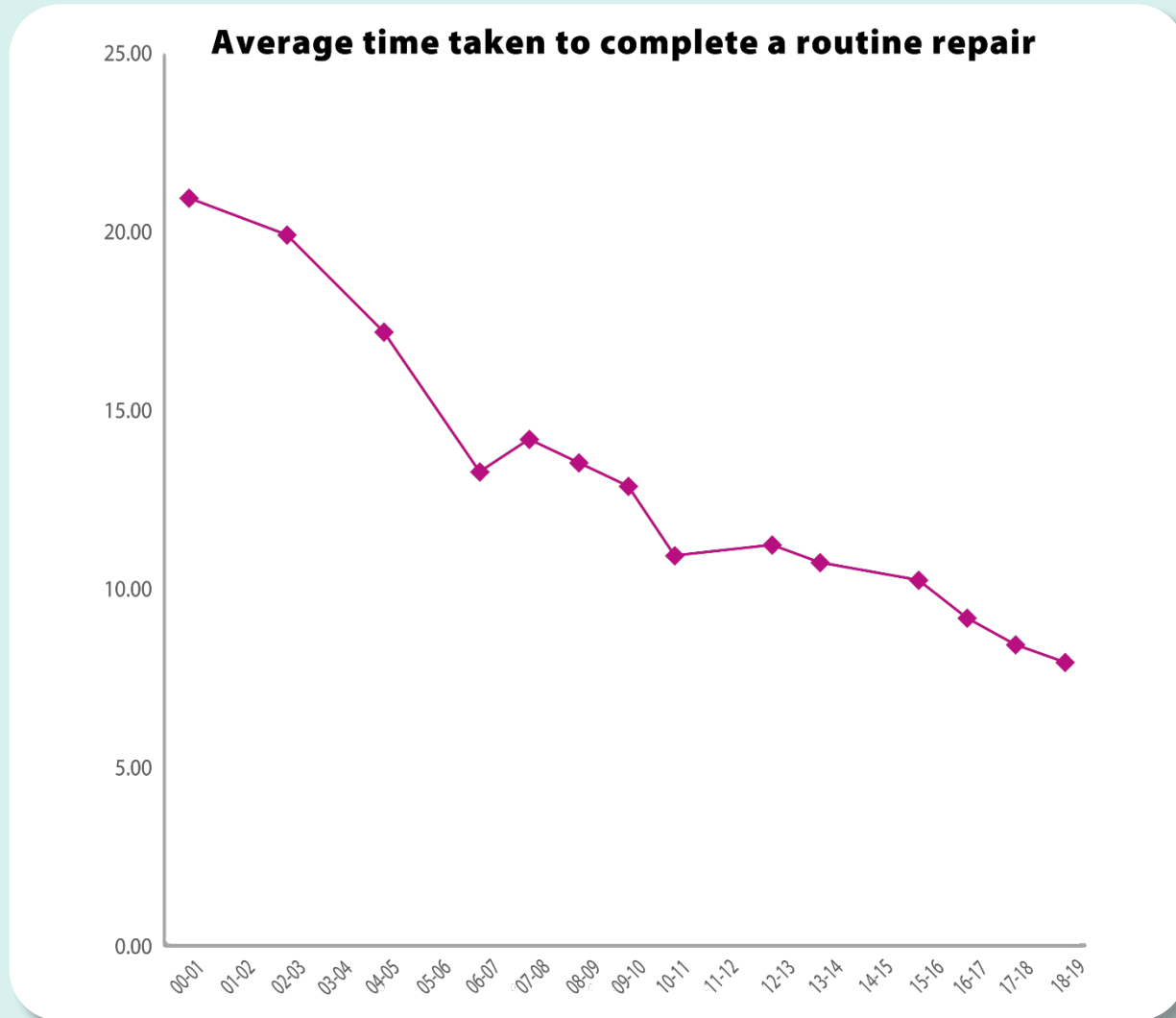


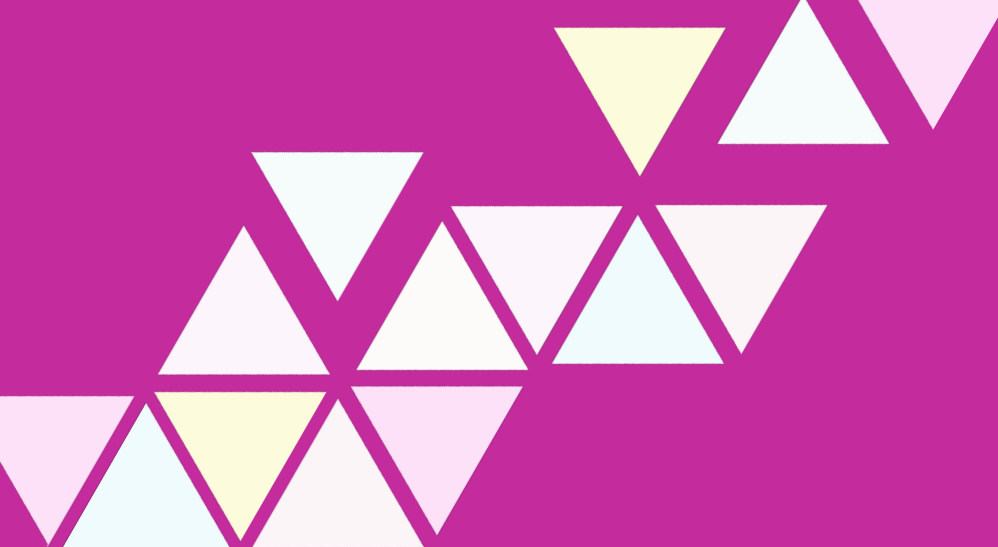
Energy cost per user





Building maintenance





Progress Report

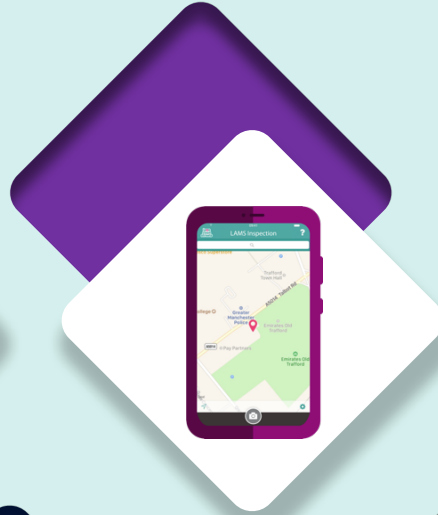
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performance networks



Progress report



Already registered?

N

Complete the form with contact details and which service areas you need to access.

APSE will then email the service contact for authorisation to add you as a report or data contact.

Once authorisation is received, your account will be set up.

You will receive an email from **webportal@apse.org.uk** with instructions to set your account up

Y

If you have been registered but have not accessed the portal before, you may need to reset your password.

Login to the portal
pn.apse.org.uk and click on forgot your password. You will immediately be sent a reset link. If this does not arrive check your firewall settings as it may have been sent to your junk email folder.

Hurray! You can log on to the portal and access data templates and view your reports*

*if you have the correct level of access

Report contact – can access the data templates AND view the reports

Data contact – can only access the data templates, they cannot view the reports

I don't know if I'm registered?

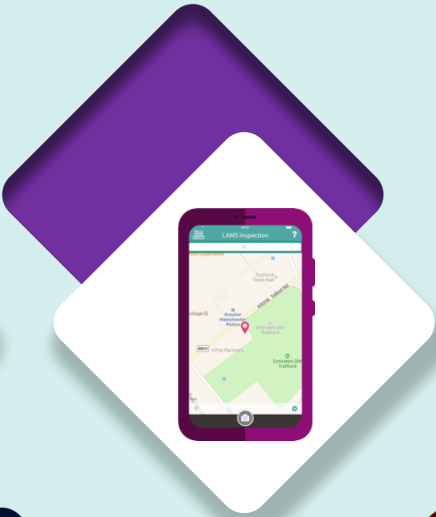
That's fine! Just check with the APSE staff at the registration desk today and they can tell you. Alternatively, you can email **webportal@apse.org.uk** and we can tell you.

How to... access the performance networks web portal

From January 1 2020 the old PN web portal will no longer be accessible so you need to make sure you are registered on the brand new portal



Progress report





Highways infographics report



CUSTOMER SATISFACTION
WITH POTHOLES AND
DAMAGED ROADS

41.00%

CAT 1 DEFECTS
COMPLETED WITHIN
TIMESCALES

94.55%

CONDITION OF
PRINCIPAL ROADS

3.92%

CONDITION OF
NON-PRINCIPAL 'B' ROADS

7.42%



CONDITION OF
UNCLASSIFIED ROADS

1.29%

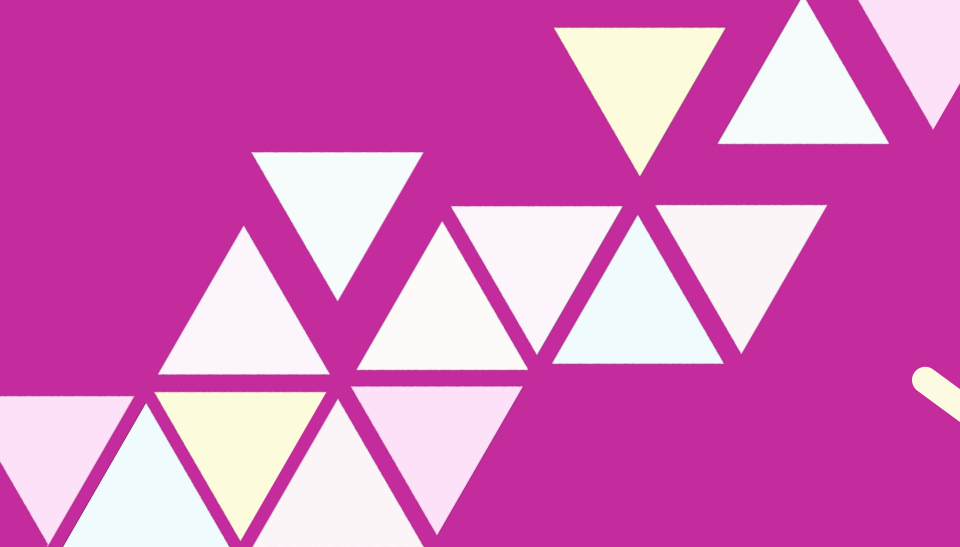
100.00%

SAFETY INSPECTIONS
COMPLETED ON TIME

1.52%

STAFF ABSENCE DAYS



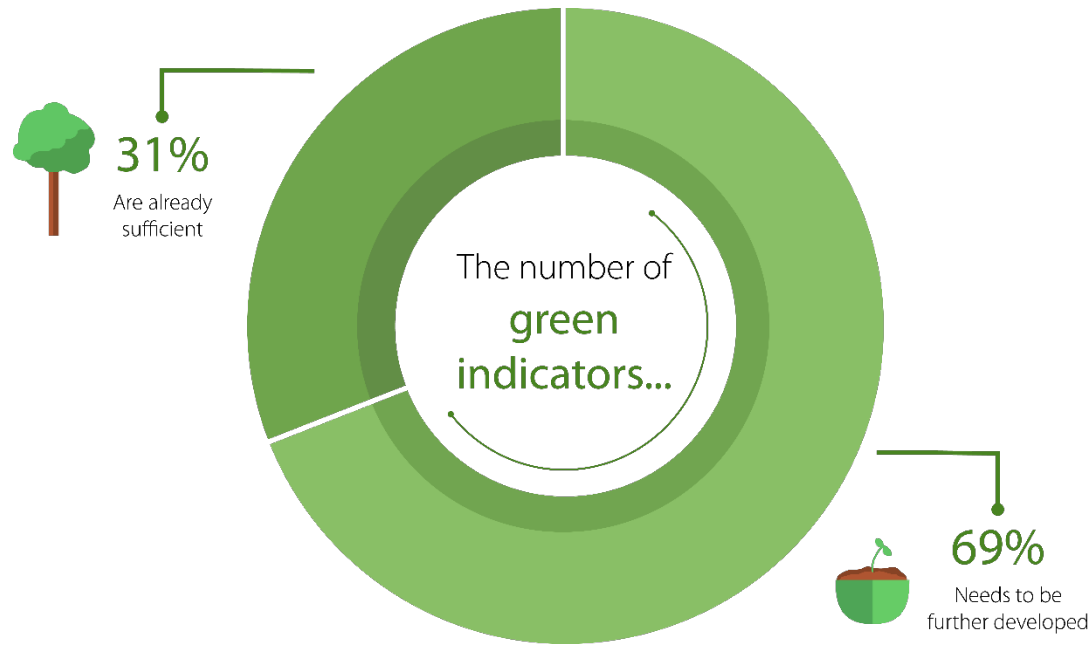


Your opinions

www.apse.org.uk

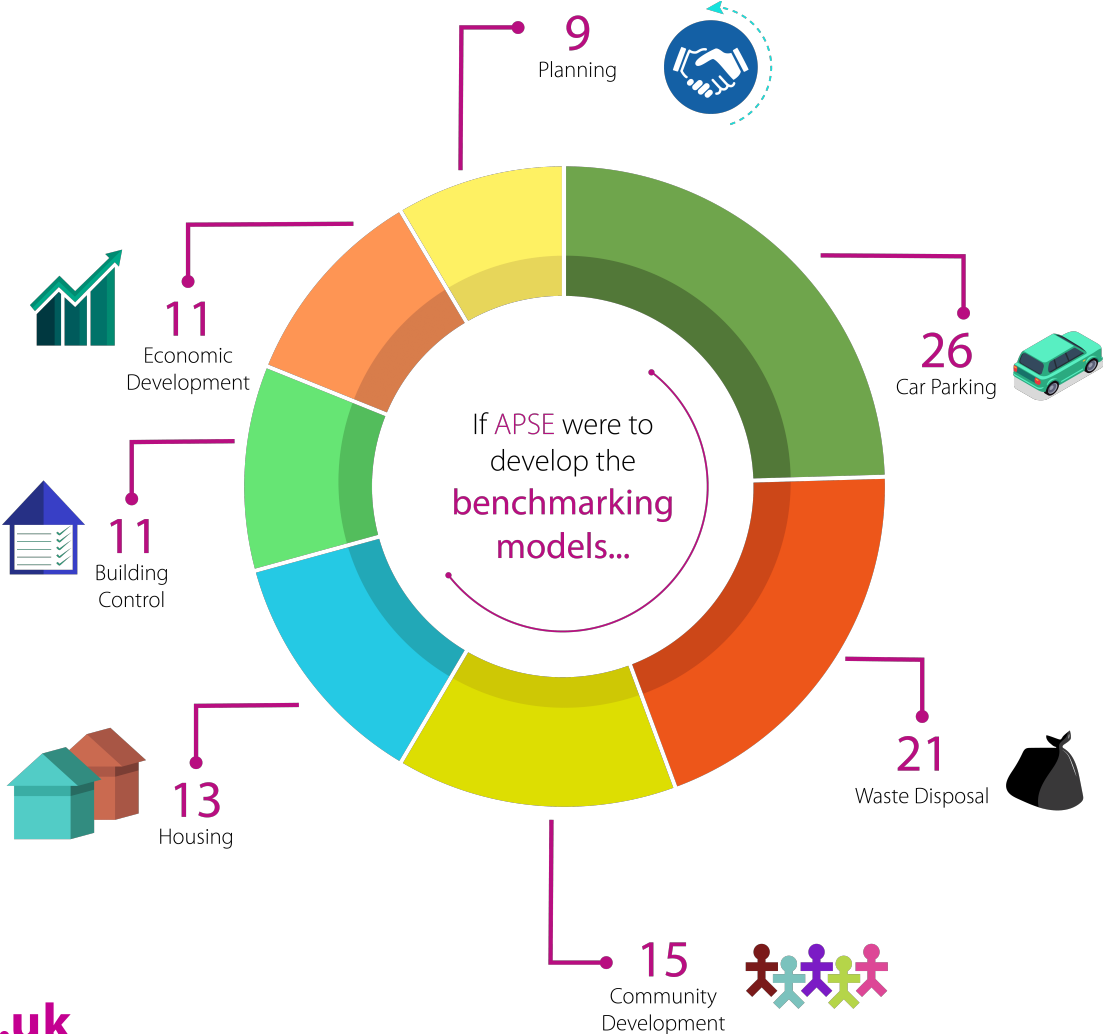


performance networks





Future direction: other services





Future direction: amount of data collection

33%
About right for a
benchmarking service

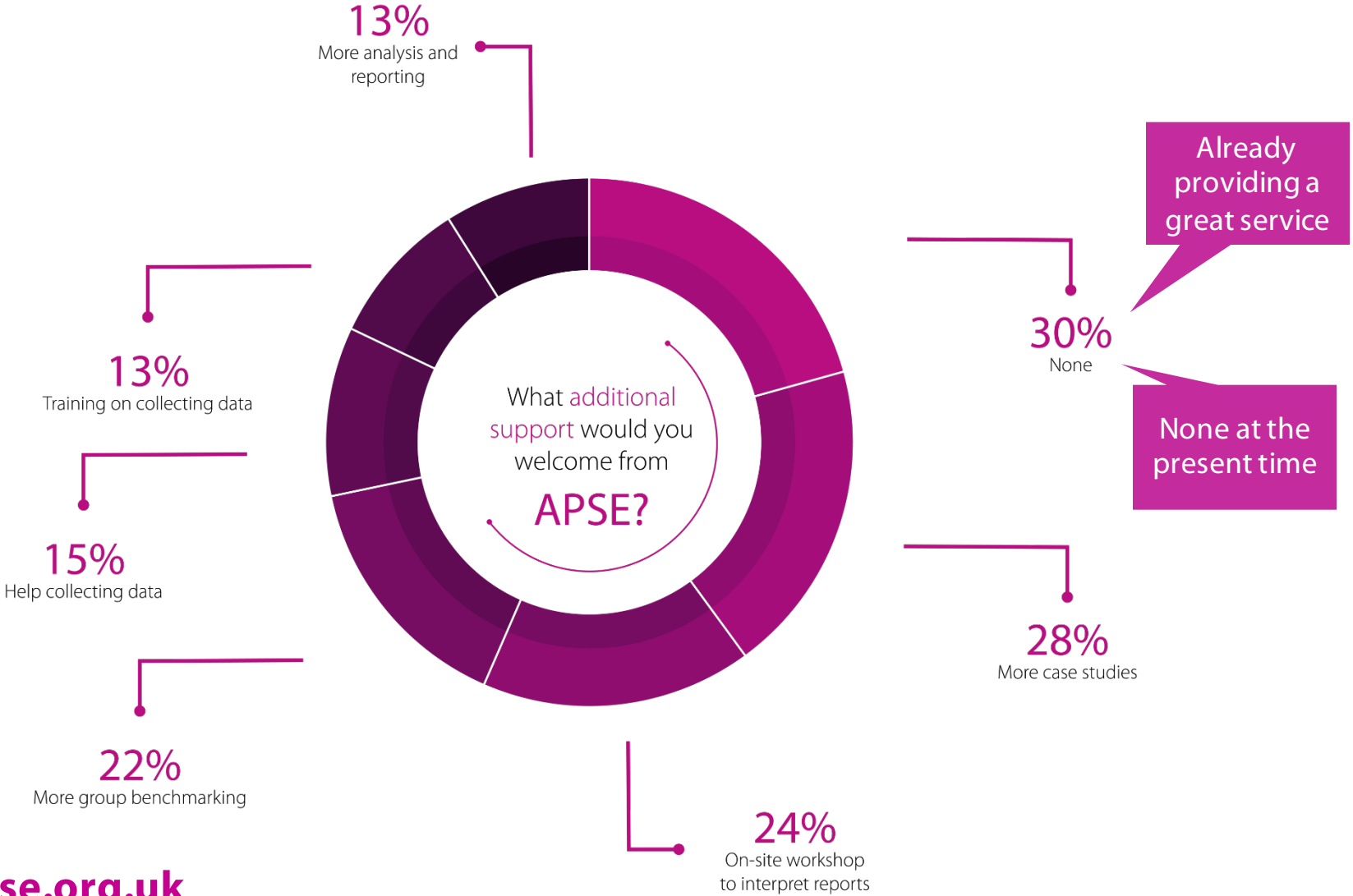


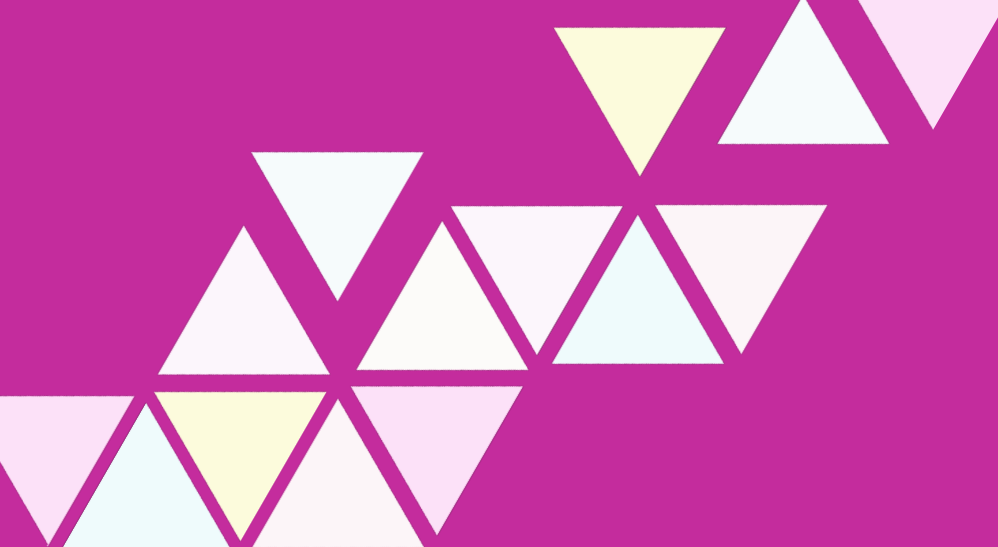
35%
Too much – would
welcome the reduction
of data collection and
the number of indicators

32%
A lot but this level of detail
is necessary for accuracy



Future direction: additional support





Growing national influence

www.apse.org.uk



performance networks



Litter monitoring and LAMS



Percentage of sites meeting acceptable standard for litter



86% to 96% (1)

(1) Based on figures from Keep Britain Tidy and Association for Public Service Excellence

Cost of keeping the streets clean per household



£28

Most commonly found litter types

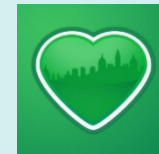


Percentage of people perceiving litter as a problem



30%

People engaged in doing something about litter



Great British
BEACH CLEAN

378,300
volunteers



Effective Benchmarking is a key component in any performance management framework and the Department has been following the Direct Management Group's initiative with interest. We fully support this proposed alignment with APSE's Performance Networks and believe this will ensure members will be able to demonstrate best practice in accordance with the local highways maintenance Incentive Fund self-assessment principles.

Steve Berry, Department for Transport



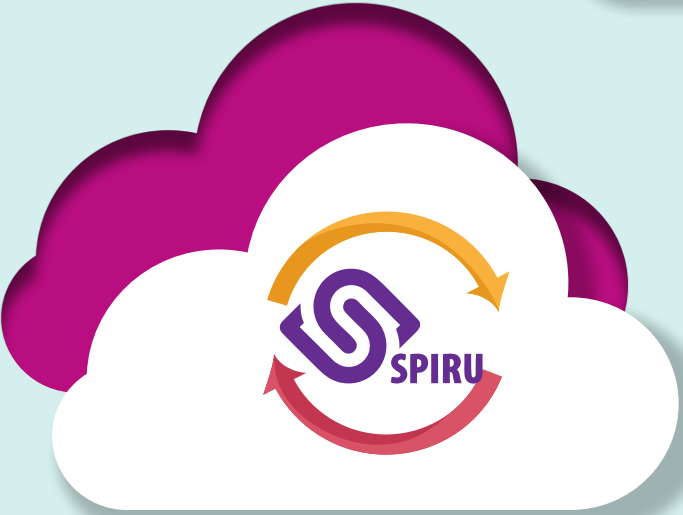
Society of Chief Officers of
Transportation in Scotland



CSS
(Cymru)



Education catering and free school meals





PARKS Action Group





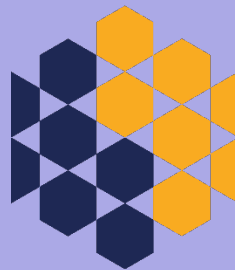
Northern Ireland Project



Department for

Communities

www.communities-ni.gov.uk



Department for

Infrastructure

www.infrastructure-ni.gov.uk

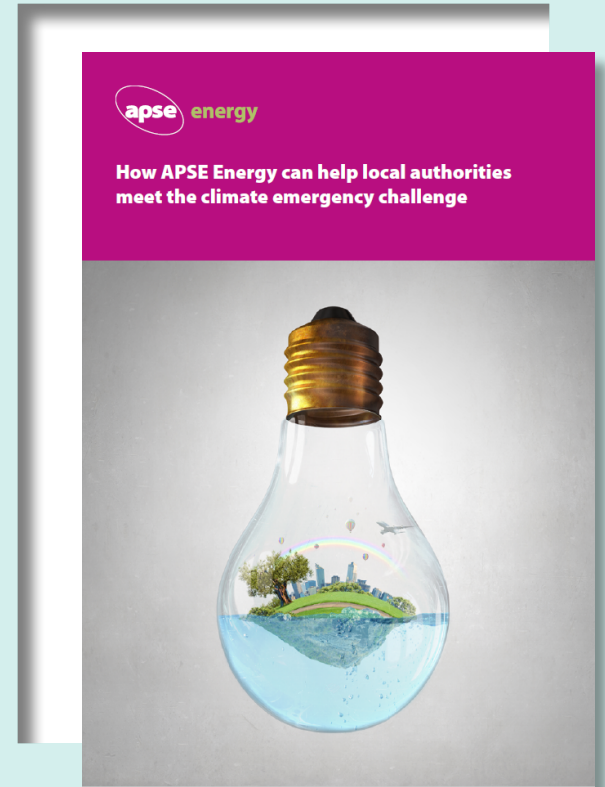
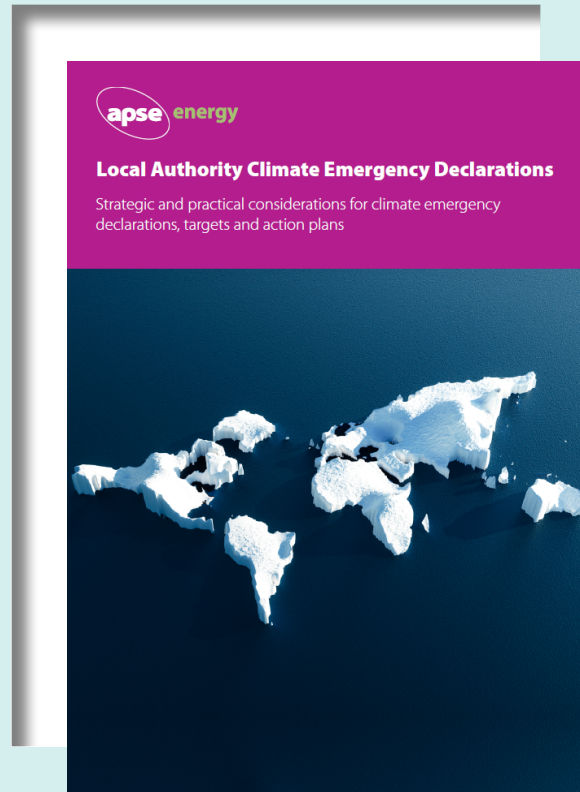
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Green indicators





Department for
Business, Energy
& Industrial Strategy





Final words from me...

- 
- *Leading performance management tool for local government in the UK*
 - *Usage is growing*
 - *Well-recognised at a national level*
 - *Progressive and responsive*
- 

NEW MUNICIPALISM

Delivering for local people and local economies



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