

Reports and information - what is available?

A guide to what you will receive from APSE performance networks



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Introduction

APSE's performance networks service is now in its 25th year of data collection and compares performance across 19 front-line service areas. We have nearly 200 local authorities UK wide in membership and are the largest voluntary benchmarking network in local government.

It is crucial to collect data to understand fully the impact and consequences of challenges that local government is facing; including the effects of the continuing budget reductions with increasing demand for services and the cost-of-living crisis. The ability to recruit and retain staff has been problematic across a range of different service areas and the working groups have incorporated a number of new measures into the data templates to monitor this and identify authorities who are effectively tackling this issue. Another major challenge for local authorities is that the global threats of climate change and energy shortages continue to grow. Last year, the working groups incorporated new additional questions on environmental sustainability so that we could monitor progress on this in the short, medium and long term. This included generic questions across the services on taking action, training staff and setting targets, but also service-specific measures such as route optimisation and types of fuel. We have built on these measures for this year.

It is therefore important that you are aware of all of the different kinds of information that is available from APSE performance networks. Along with the standard reports that are produced and issued at certain times of the year, there is also lots of other information and reports that are available on request; this booklet is designed to tell you a little bit more about all the other reports that APSE performance networks can generate for you.

Performance networks is a powerful performance tool for local government. We now have 24 years' worth of data across a whole range of vital front-line public services in relation to value for money. We can provide bespoke analysis of performance data for our member authorities as well so please do not hesitate to contact us with any requests.

Debbie Johns

Head of Performance Networks

Service areas

APSE performance networks provides a benchmarking service across a range of 19 key front line services. As standard for all the benchmarking services the following data is provided:

- Cost of service
- Productivity
- Climate change/Carbon reduction
- Staff absence
- Customer satisfaction
- Human resources and people management
- Quality assurance and community consultation

Some of the service-specific indicators and projects for each service area are illustrated below:

1. Building cleaning

This service provides comparators for the cleaning of education and non-education buildings.

- Square metres cleaned (offices/libraries/schools/public conveniences)
- Cost indicators (labour/management /equipment/materials)
- Staff turnover

2. Building maintenance

This service provides detailed performance information on the maintenance of housing and civic buildings.

- Housing (void turnaround/time to re-let, gas servicing, target response times, number of jobs completed, value of jobs)
- Civic (cost of property management /incidents of vandalism/arson)
- Workforce data

3. Catering

This service provides a benchmark for primary, secondary, special and dedicated all age schools. The focus is on:

- Free and paid meal uptake
- Nutrient based standards
- Subsidy/cost based indicators
- Meals served per staff hour

4. Cemetery and crematorium services

This service provides benchmarking information for cemetery only, and cemetery and crematorium authorities including:

- Price of a traditional grave

- Price of an adult cremation
- Front line staff costs as % of total costs
- Net cost per disposal

5. CLAMS (Cleaning Audit Management System)

The Cleaning Audit Management System (CLAMS) is a quality inspection system to monitor building cleaning for the following:

- Educational establishments
- Offices
- Leisure centres
- Public conveniences
- Residential properties



bit.ly/APSECLAMS

6. Core Highways

- Asset condition
- Maintenance costs
- Third party claims
- Defects completed within timescale
- Street lighting

7. Environmental health

This service has been developed in partnership with the Society of Chief Officers of Environmental Health in Scotland. Performance indicators include:

- Net cost of service per head of population
- Inspection/operational staff cost per head of population
- Number of noise complaints received requiring attendance on-site.
- Number of proactive premise inspections as a percentage of total premises within jurisdiction

8. LAMS (Land Audit Management System)

The Land Audit Management System (LAMS) is a quality inspection system to monitor grounds maintenance and/ or street cleansing. This includes the percentage of sites classed as acceptable for a range of issues includes:

- Litter
- Grass cutting
- Dog fouling
- Fly tipping



bit.ly/APSELAMS

9. Market operations

This service has been developed with NABMA on a facility by facility comparison. Performance indicators include:

- Occupancy levels
- % of businesses new to the market
- Void levels (indoor)
- Financial performance
- Number of market visits per operating day



bit.ly/40Ciptr

10. MIST (Memorial Inspection Safety Tool)

MIST is an inspection system covering the following options:

- Option 1 - Complete an overall inspection of the burial ground (including gates pathways, signage, bins, access etc.)
- Option 2 - To complete a detailed individual inspection of each memorial scheduled.
- Option 3 – Simplified memorial survey (pre-loaded information provided by the local authority and built into the App e.g. Site, Section, Asset Number, Latitude/Longitude etc).

11. Parks, open spaces and horticultural services

This covers all aspects of the grounds maintenance service.

- Maintenance cost
- Hectares maintained
- Charge per hectare
- Playgrounds/play value scores
- Environmental practices

12. PIMS (Play Inspection Management System)

PIMS is an inspection system that enables you to inspect a whole playground and / or individual pieces of equipment. This includes the following:

- Asset
- Equipment Inspections
- Play Value
- Quality Surveys



bit.ly/3zI0jMj

13. Refuse collection

This focuses on waste collection services and recycling. Some of the data is extracted from Waste Data Flow to minimise data entry.

- Cost per household
- Recycling
- Transport and vehicle costs
- Number of missed bins

- Domestic and trade waste contracts

14. Roads, highways and winter maintenance

This service has been developed with the Society of Chief Officers in Scotland (SCOTS) and County Surveyors Society Wales (CSS Wales) to provide an asset management model covering:

- Carriageway
- Footway
- Traffic management
- Bridges and structures

15. Sports and leisure facility management

Up to 15 sports and leisure facilities per authority can participate in this service. Facilities are grouped by the type of facility and the type of service provider (e.g. in-house, trust, external provider).

The model focuses on:

- Subsidy per visit/opening hour
- Total usage
- Customer spend
- Catchment area analysis

16. Street cleansing

This service includes a focus on:

- Cleanliness standards achieved
- Cost: service/transport/staff
- Enforcement
- Education/publicity
- Fly-tipping and abandoned vehicles

17. Street lighting

This service looks at the performance of the local authority and electricity supplier.

The focus is on:

- Percentage of street lamps not working as planned
- Average time to restore lamps to working order
- Cost of maintaining street lights
- Energy cost per street lamp
- Routine faults as a percentage of street lighting stock

18. Trading standards

This service has been developed with the The Society of Chief Officers of Trading Standards in Scotland (SCOTSS) and includes:

- Investment in the standards service
- Customer/consumer relations
- Inspection and intervention
- Staffing/staff development

19. Transport operations and vehicle maintenance

This service is also available in a template compatible with fleet management software.

The focus is on:

- Contract maintenance
- Direct maintenance cost
- Vehicle availability and servicing
- Prosecutions/penalties/notices issued
- Passenger transport


Standard reports

Once the data has been received and processed by APSE we then produce a number of reports as standard to display the data. This section will tell you a little about each of these.

Draft reports

The draft reports are one of the first reports that you will receive after you have submitted your data. The purpose of these reports is for error checking. They display all the results for each performance indicator (PI) and where the result is in a box, it means that you are being excluded from that PI. This will either be because the score falls outside of the set parameters (which determine the data limits in terms of what is an acceptable high or low) or because insufficient information has been provided for us to calculate that PI. Authorities will then have the opportunity to check the data they have submitted and make any changes where necessary.

An example of a draft report extract is shown below.



Transport operations and vehicle maintenance exclusions report

Name of authority - Sample Authority
PIN - 3999
Type of file submitted - M

Performance indicator	Lowest current parameter	Additional conditions	Highest current parameter	Your output / score
Qualitative performance indicators				
PI 66a - Number of weighted vehicle (units) maintained per fitter per annum	>90		<200	
PI 66b - Number of weighted vehicle (units - adjusted for direct maintenance) maintained per fitter per annum	>65		<200	
PI 72a - Number of weighted vehicle (units) maintained per fitter per annum (excluding miscellaneous group)	>90	Vehicles in 'miscellaneous' category >0 unless fitters dedicated to vehicles in 'miscellaneous' category only = 0	<250	
PI 72b - Number of weighted vehicle (units - adjusted for direct maintenance) maintained per fitter per annum (excluding miscellaneous group)	>55	Vehicles in 'miscellaneous' category >0 unless fitters dedicated to vehicles in 'miscellaneous' category only = 0	<250	
PI 67a - Percentage staff absence (fitters / tradesmen)	>0%		<10%	0.00%
PI 67b - FTE staff absence days (fitters / tradesmen) (Scotland only)	>0		<26	
PI 68 - Number of days hire vehicles' used (per vehicle on fleet) to cover for vehicles in workshop	>0	0 if confirmed	<5	0.00
PI 70 - Quality assurance and consultation	>0		<200	15
PI 71 - Human resources and people management	>0		≤100	15
PI 78 - Good practice and consultation	>0%		≤100%	50.00%
Transport operations performance indicators				
PI 73b - Percentage of vehicles passing VOSA test first time (VOSA statistics)	>50%		≤100%	100.00%
PI 74 - Percentage of vehicles serviced within 7 days of schedule	>50%		≤100%	100.00%
PI 76 - Percentage of all workshop jobs completed within 24 hours	>30%		<100%	0.00%
PI 110 - Percentage of council vehicles requiring an Operators Licence	>5%	0 if confirmed	<70%	21.15%
PI 111 - Number of PG9 notices issued by VOSA per 100 council vehicles	>0	0 if confirmed	<2	0.00
PI 116 - Number of motor vehicle accidents/incidents reported per 100 vehicles	>0		<150	75.77

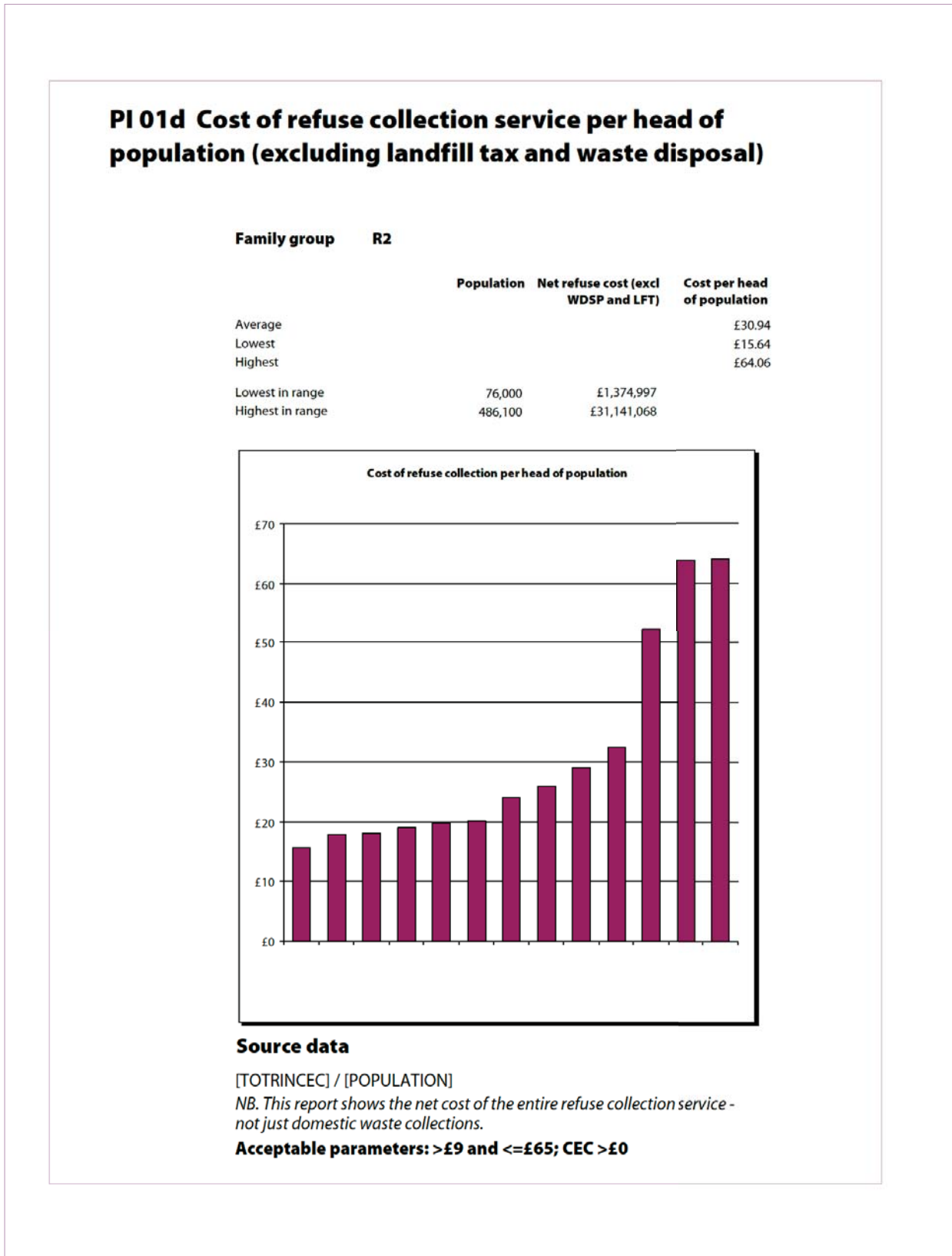
Notes:

- a. A yellow box in the authority score column shows that the authority is excluded from the indicator.
 - Where a yellow box is empty, this means that insufficient data has been supplied for the indicator to be calculated
 - Where a yellow box has a score, this means that the score falls outside of the set parameters
- b. Where there is no yellow box, this means that the score will be included in the final reports

Performance reports

The performance reports are the first full report that you will receive containing the final checked data. These display the results for your authority, and also those in your family group (group of authorities providing similar services). The performance reports display the results in graphical format .


An example of performance report content is shown below.



Performance indicator standings reports

Along with the performance reports you will also receive a personalised performance indicator standings report. This report is in tabular format and shows your authority's score for the current and previous year, where you stand in relation to others in your family group and also the whole service (every other organisation who has submitted data). Highest, lowest, average and top quartile figures are also shown in these reports and can highlight at a glance where performance is good and areas for improvement.

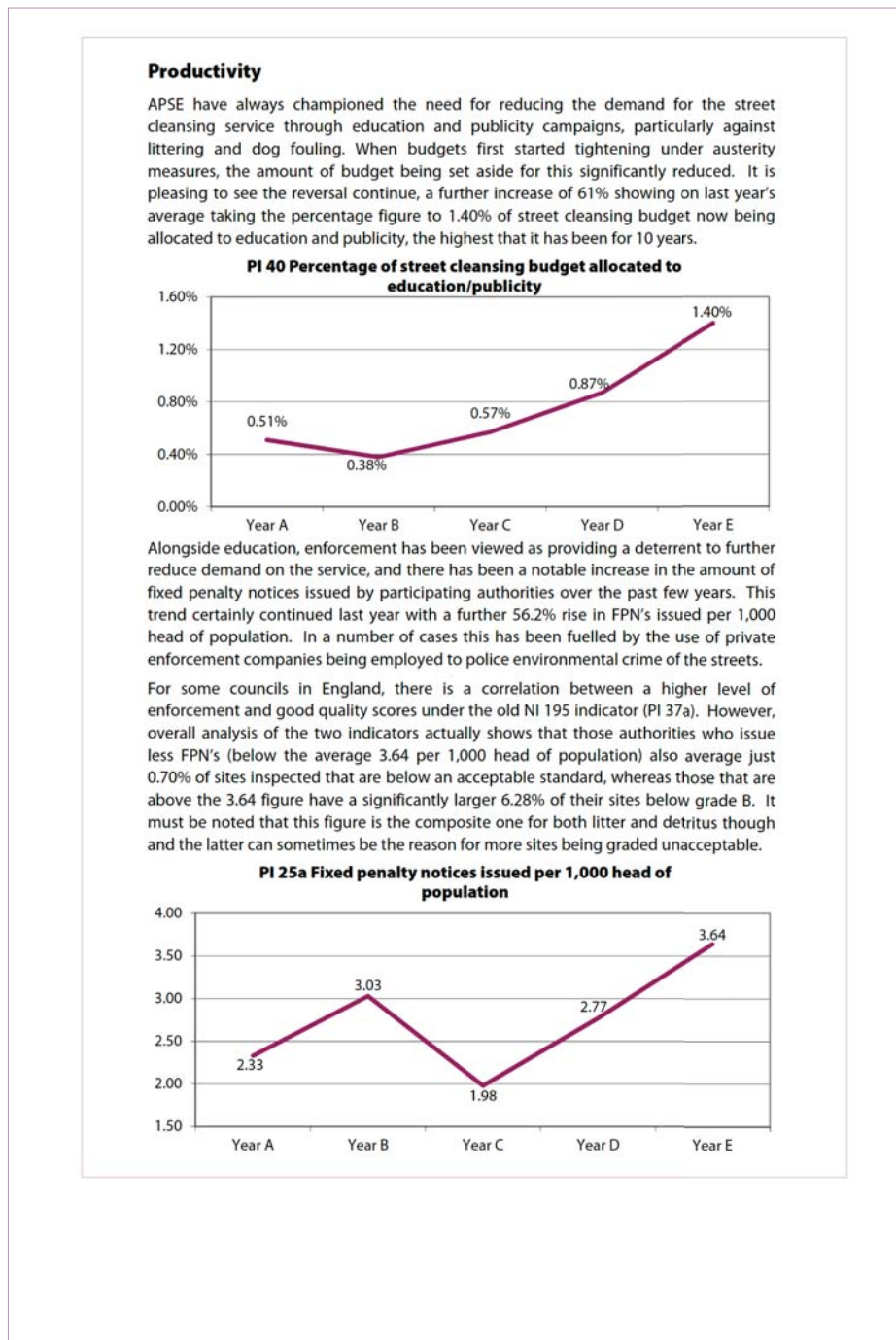
An example of a performance indicator standings report is shown below.

											
Family group comparison											
Street cleansing performance indicator standings											
Name of authority		Sample Authority									
PIN		40999									
Family group		C2									
Performance indicator	Number in group	Highest in group	Average for group	Lowest in group	Your output/score	Standing in group	Top quartile mark	Quartile achieved	Previous year score	High/Low/Neutral	
Key performance indicators											
PI 04 - Cost of street cleansing service per household (excluding CEC)	17	£81.59	£30.89	£6.92	£45.46	15	£18.36	4	£45.67	L	
PI 20 - APSE customer satisfaction surveys	-	-	-	-	-	-	-	-	-	H	
PI 39a - Community / customer surveys undertaken	3	96.00%	78.50%	61.00%	-	-	-	-	-	H	
PI 44e - Quality inspections	20	100.00%	53.65%	3.00%	75.50%	7	79.00%	2	75.50%	H	
PI 46a - Key Quality performance indicator	13	92.50%	44.83%	9.00%	42.50%	7	56.25%	2	40.50%	H	
PI 37a - Percentage of sites surveyed falling below grade b for cleanliness (England only) (LeqsPro survey carried out with requisite numbers)	1	10.50%	10.50%	10.50%	-	-	-	-	-	L	
PI 37b - Percentage of sites surveyed falling below grade b for cleanliness (England only) (LeqsPro survey with reduced survey numbers or other survey type)	6	10.26%	3.45%	0.66%	1.25%	3	-	-	7.57%	L	
LAMS performance indicators											
PI L02 - Percentage of sites classed as acceptable (combined litter and detritus)	4	99.59%	99.01%	98.34%	98.75%	3	-	-	90.42%	H	
PI L04 - Percentage of sites classed as acceptable (litter)	4	99.83%	99.19%	97.79%	99.67%	2	-	-	97.49%	H	
PI L05 - Percentage of sites classed as grade A (fly tipping)	4	100.00%	96.13%	88.56%	96.63%	3	-	-	92.94%	H	
PI L14 - Percentage of sites classed as acceptable (fly tipping)	4	100.00%	99.85%	99.63%	99.78%	3	-	-	99.09%	H	
PI L06 - Percentage of sites classed as acceptable (dog fouling)	4	100.00%	99.95%	99.89%	99.89%	4	-	-	99.89%	H	
PI L07 - Percentage of sites where bins were overflowing	4	4.44%	2.30%	0.00%	3.54%	3	-	-	3.85%	L	
PI L08 - Percentage of sites classed as acceptable (bin structure)	4	100.00%	99.07%	98.63%	98.63%	4	-	-	93.82%	H	
PI L09 - Percentage of sites classed as acceptable (bin cleanliness)	4	99.55%	98.29%	97.14%	99.55%	1	-	-	95.58%	H	
PI L10 - Percentage of sites classed as unacceptable (hard surface weeds)	4	4.00%	2.41%	0.52%	1.78%	2	-	-	8.10%	L	
PI L11 - Percentage of sites classed as unacceptable (detritus)	4	2.17%	1.18%	0.66%	2.17%	4	-	-	16.63%	L	
PI L12 - Percentage of sites classed as unacceptable (graffiti)	4	0.66%	0.22%	0.00%	0.22%	3	-	-	1.14%	L	
PI L13 - Percentage of sites classed as unacceptable (staining / gum)	4	1.11%	0.36%	0.00%	0.22%	3	-	-	3.81%	L	
Other cost performance indicators											
PI 06 - Total staff costs as a percentage of total expenditure	15	93.59%	70.25%	49.71%	86.42%	-	-	-	85.70%	N	
PI 08 - Transport costs as a percentage of total expenditure	14	37.14%	19.18%	6.75%	6.75%	-	-	-	11.00%	N	
PI 21 - Front line staff costs as a percentage of total staff costs	11	97.09%	87.14%	79.24%	-	-	-	-	-	N	
PI 05 - Cost of street cleansing service per head of population (excluding CEC)	17	£36.69	£13.38	£3.16	£19.14	15	£7.85	4	£19.25	L	
PI 33 - Front line staff costs as a percentage of total expenditure	14	86.42%	61.57%	44.25%	86.42%	-	-	-	-	N	
PI 15 - Net cost per public convenience site	3	£6,005	£4,580	£2,204	-	-	-	-	£3,870	L	
PI 14 - Cost per gully per annum	-	-	-	-	-	-	-	-	-	L	
PI 40 - Percentage of street cleansing budget spent on education and publicity of initiatives	6	18.31%	5.59%	1.32%	-	-	-	-	0.40%	H	
Customer service performance indicators											
PI 47a - Quality assurance and community consultation	18	60.00%	26.93%	3.33%	40.00%	7	45.33%	2	36.00%	H	
PI 48a - Human resources and people management	14	85.00%	48.43%	25.00%	49.00%	7	61.00%	2	64.00%	H	

Summary reports

The summary reports contain an overview of the years performance information and a report is produced per service area, A detailed trend analysis, highest, lowest, average figures and data by country is included in these reports. They also contain a full list of participants and best performers for the year.

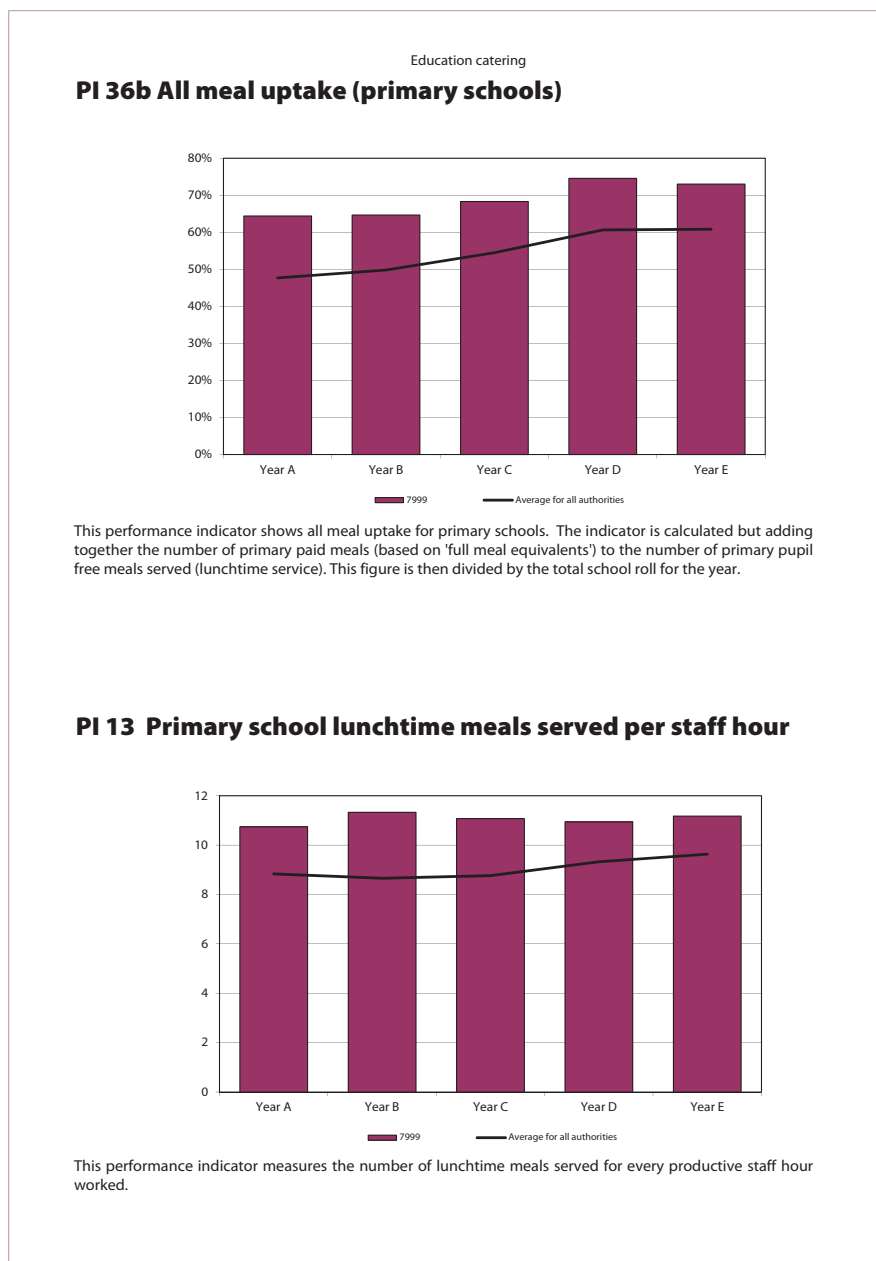
An extract from a summary report is shown below.



Direction of travel reports

A direction of travel reports is provided for each authority and shows a 5 year trend analysis for key performance indicators. A local authority's performance is shown as a bar chart for each year that an authority has submitted data to APSE performance networks. An average for the service is depicted as a line on each graph which each authority can use as a comparison. Direction of travel reports are available to view on the members only portal and a printed copy is sent out to each corporate contact at the end of each benchmarking year.

An example of an extract from a direction of travel report is shown below:



Performance at a glance

A dashboard of key performance indicators is provided showing individual performance compared to current averages and previous performance.

apse performance networks

Roads, highways and winter maintenance performance at a glance

Sample authority **8999**

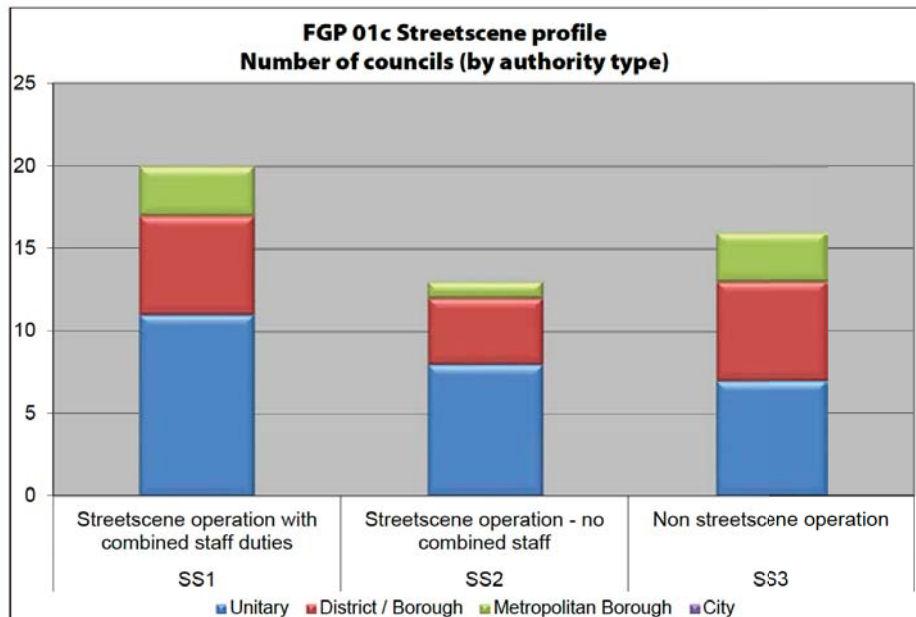
These pages show your authority's performance for each performance indicator against the current year average performance of your family group. Whether your result has improved or not from previous year is also shown. Icons are used to display this information and the idea of this report is that authorities can see 'at a glance' where improvements may need to be made. Where the box is blank, this indicates that there is no authority score available for this performance indicator or that there were less than three participants in this PI, meaning we are unable to produce a meaningful average score. The key to the icons are displayed below each table.

Carriageway asset performance indicators Safety	Performance in current year	Improved since previous year?^
PI 03a Percentage of emergency (cat 1) defects made safe within response times		
PI 03b Percentage of emergency (cat 1) and "find & fix" defects made safe within response times		
PI 39a Percentage of safety inspections completed on time		
PI 39b Percentage of planned km of safety inspections completed		
PI 114 Percentage of maintained network subject to salting regime		
Carriageway asset performance indicators Condition/Asset preservation		
PI 02d Condition of 'A' class carriageways (Scotland only)		
PI 02h Condition of 'B' class carriageways (Scotland only)		
PI 02i Condition of 'C' class carriageways (Scotland only)		
PI 02j Condition of unclassified carriageways (Scotland only)		
PI 28 Number of emergency (cat 1) defects per km of maintained carriageway		
PI 34 Percentage of urgent (cat 2 high) defects repaired within timescale		
Carriageway asset performance indicators Third party claims		
PI 31b Percentage change in number of non repudiated third party claims in last 3 years compared to previous 3 year period (carriageways)		
Carriageway asset performance indicators Financial		
PI 32 Service cost per gully		
PI 57a Total cost per kilometre of carriageway travelled for precautionary treatment		
PI 57b Total cost per kilometre of carriageway treated for precautionary salting		
PI 36b Ratio of annual carriageway claims costs to structural expenditure (pence per £)		
Footway asset performance indicators Safety		
PI 45a Percentage of emergency (cat 1) defects made safe within response times		
PI 46a Percentage of safety inspections completed on time		
PI 46b Percentage of planned kilometres of safety inspections completed		
PI 113 Percentage of total footways subject to precautionary salting treatment		

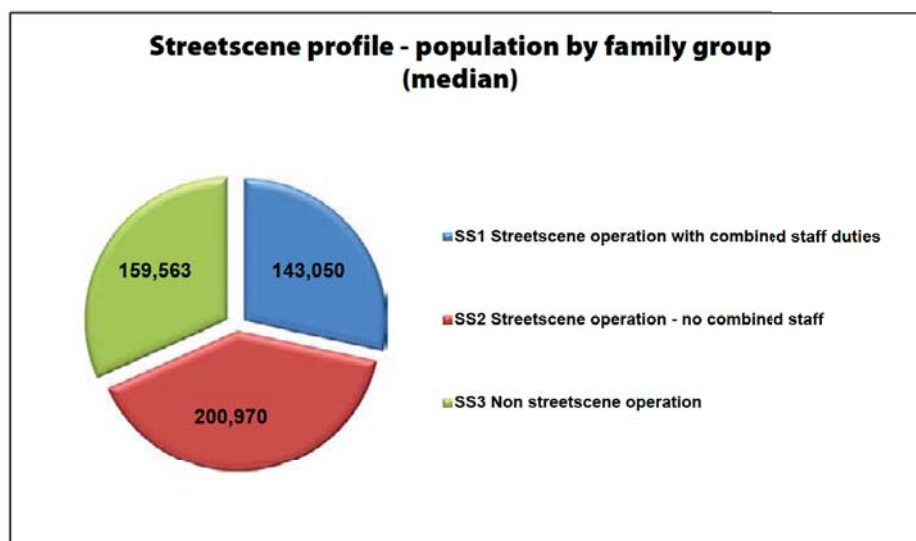
Performance measurement at a higher level

The growing emphasis on themes such as street-scene brings new dimensions to performance measurements. APSE performance networks has developed additional reports for these themes which involve no additional data collection. The reports incorporate multi-dimensional analysis as well.

An example of the multi-dimensional analysis is shown below.



The populations of all three groups are broadly similar across the three groups, although the boundary area of the three differs enough to make the average population density stand out for each. This shows changes from the first two reports where group SS3 included a number of larger authorities, either by population or by area covered, who have since introduced new arrangements that have seen them moved to a different family group.



Extra Analysis

Most of the reports in the previous pages may be familiar to you, however, did you know that APSE performance networks can also produce a number of other reports/analysis for you on request and the majority of these reports will be free of charge? As long as we collect the data, we can produce the analysis for you. Here are just a few of the types of reports/analysis we have produced on request.

Data tables

The data tables are available to all member authorities and are now also included in the email version of the performance report. They contain all of the 'raw' data and details for each of the performance indicators. By this we mean that they display the figures for each element of the calculation as well as the PI result. We produce these per family group and also across the whole service but you can request different groupings if these are needed i.e. area based tables or tables by type of authority.

An example of the data tables are shown below.

PRIMARY CATEGORY	PI 01			PI 02			PI 03		
	Total Net Cost of Service (excl CEC and OMCP charges)	Total Sq M Cleaned (excl OMCP)	PI 01	Total Net Cost of Service (incl CEC but excl OMCP)	Total Sq M Cleaned	PI 02	Front Line Staff Cost	No of Front Line Staff	PI 03
C5	£4,621,273.00	355,403.00	£13.00	£4,621,273.00	355403	£13.00	£4,313,840.00	224.08	£19,251.70
C3/4	£3,451,155.00	183,424.00	£18.82	£3,517,703.00	183424	£19.18	£2,998,080.00	145.51	£20,603.94
C1/2	£2,054,357.00	125,044.00	£16.43	£2,326,381.00	125044	£18.60			
C1/2	£3,417,570.00	319,394.82	£10.70	£3,484,276.00	319394.82	£10.91	£3,051,276.00	145.69	£20,944.18
C1/2	£3,468,688.00	227,298.31	£15.26	£3,589,132.00	227298.31	£15.79	£2,939,562.00	169.00	£17,393.86
C1/2	£1,878,633.99	102,358.93	£18.35	£1,924,942.99	102358.93	£18.81	£1,750,628.00	94.00	£18,623.70
C1/2									
C3/4	£2,125,786.00	187,430.58	£11.34	£2,173,135.00	187430.58	£11.59	£1,962,761.00	107.72	£18,220.95
C3/4	£1,372,411.00	159,526.73	£8.60	£1,454,171.00	159526.73	£9.12	£1,575,344.00	93.41	£16,864.83
C1/2	£1,471,415.00	66,459.68	£22.14	£1,532,541.00	66459.68	£23.06	£1,231,577.00	55.62	£22,142.54
C3/4	£1,318,265.00	78,987.25	£16.69	£1,318,265.00	78987.25	£16.69	£874,774.00	38.14	£22,935.87
C5	£3,428,963.42	281,125.00	£12.20	£3,550,863.42	281125	£12.63			
C3/4							£1,512,853.00	94.64	£15,985.34
C1/2									
C5	£2,082,785.00	191,560.00	£10.87	£2,382,796.00	191560	£12.44	£1,596,140.00	100.76	£15,841.01
C5	£1,936,288.00	138,695.57	£13.96	£2,014,021.00	138695.57	£14.52	£1,897,525.00	95.56	£19,855.94
C3/4	£4,345,543.23	257,825.21	£16.85	£5,313,081.23	257825.21	£20.61	£3,632,163.12	176.00	£20,637.29
C1/2	£1,313,901.00	100,572.24	£13.06	£1,414,805.00	100572.24	£14.07	£1,328,439.00	65.30	£20,343.63
C3/4	£3,846,265.00	250,707.00	£15.34	£4,232,090.00	250707	£16.88	£4,122,224.00	191.14	£21,566.95
C1/2	£3,635,782.00	224,349.91	£16.21	£3,635,782.00	224349.91	£16.21			
C3/4	£13,236,091.00	595,344.53	£22.23	£13,318,024.00	595344.53	£22.37	£7,511,949.00	401.03	£18,731.64
C3/4	£6,785,904.00	612,568.98	£11.08	£6,867,845.00	612568.98	£11.21	£7,627,938.00	402.62	£18,945.75
C5	£3,277,788.00	221,786.79	£14.78	£3,591,583.00	221786.79	£16.19	£3,090,519.00	148.15	£20,860.18
C5	£1,963,171.00	204,203.10	£9.61	£2,025,317.00	204203.1	£9.92	£1,909,853.00	107.90	£17,700.21
C1/2	£1,304,381.00	69,207.86	£18.85	£1,412,381.00	69207.86	£20.41	£1,201,285.00	57.45	£20,910.10
C1/2	£2,349,012.00	164,065.01	£14.32	£2,562,030.00	164065.01	£15.62	£1,861,667.00	112.39	£16,564.41
C3/4	£3,452,356.00	261,597.86	£13.20	£3,779,957.00	261597.86	£14.45	£2,893,539.00	158.00	£18,313.54

Customer satisfaction surveys

APSE performance networks have developed a customer satisfaction survey that authorities can use. We email you an online web link and you simply let us know when we need to close the link and produce your analysis report. The results will also appear in the performance reports for that service area.

These are part of your membership and are therefore free of charge. They can be used as another dimension of performance to support service improvement. If you have extra questions that you would like to ask then we can add these to the survey. Extracts from the customer satisfaction form and analysis are shown below.

apse performance networks
Parks and open spaces (such as playing fields, woodlands and meadows)
customer satisfaction survey

Please tell us how you think we are doing.
 Please answer 'Not applicable' if the question asked is not relevant to you.

Staff and Information

	Not applicable	Excellent	Good	Acceptable	Poor	Very poor
Friendliness of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How smartly dressed are staff?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service information supplied on the council website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service information on the council social media	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service information from customer service centre staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ease of reporting issues to the local authority	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Services provided

	Not applicable	Excellent	Good	Acceptable	Poor	Very poor
Provision of flower beds / floral displays	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision of outdoor sports pitches / playing fields	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision of children's playgrounds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision of public parks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision of public toilets in parks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision of litter bins in parks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision of dog waste bins in parks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Service standards

	Not applicable	Excellent	Good	Acceptable	Poor	Very poor
Maintenance of grass areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintenance of flower beds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Litter removal in grassed areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Removal of dog waste from public green spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Frequency of emptying litter bins	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Control of weeds on hard surfaces (e.g. on paths or footways)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintenance of children's playgrounds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintenance of outdoor pitches / playing fields	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Feeling of safety in public parks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Organised events in public parks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Overall are you happy with the Parks and open spaces service that you experience in your local authority area?

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
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apse performance networks PIN 2999

Parks and open spaces stakeholder satisfaction surveys

	Importance rating			Performance rating		
	No of responses	Average score	Importance weighting	No of responses	Average score	Weighted score (of 5)
Staff and Information						
Friendliness/co-operation of staff	422	4.21	84.27%	319	4.39	3.70
Presentation of staff	422	4.19	83.84%	319	4.40	3.69
Ease of obtaining information/help	421	4.19	83.90%	300	4.39	3.68
Ease of reporting deficiencies/making complaints	421	4.21	84.13%	298	4.39	3.69
Services provided						
Provision of flower beds/floral displays in public areas	423	4.46	89.27%	323	4.55	4.07
Provision of outdoor sports pitches/playing fields	423	4.48	89.65%	320	4.54	4.07
Provision of children's play areas	423	4.53	90.69%	321	4.55	4.13
Provision of public parks	423	4.51	90.12%	322	4.56	4.11
Service Standards						
High standard of maintenance of public grass areas	423	4.53	90.59%	323	4.61	4.18
High standard of litter clearance in horticultural areas	423	4.54	90.87%	323	4.56	4.14
High standard of maintenance of children's play areas	423	4.57	91.30%	321	4.60	4.20
High standard of maintenance of outdoor pitches/playing fields	423	4.55	91.06%	319	4.59	4.18
Feeling of personal safety in public parks	423	4.56	91.25%	323	4.53	4.14
Organised events in public parks	423	4.51	90.21%	321	4.42	3.99
Keeping public parks clear from dog fouling	423	4.58	91.54%	323	4.38	4.01
Ensuring that dogs are kept under control on leads in parks	423	4.58	91.58%	323	4.39	4.02

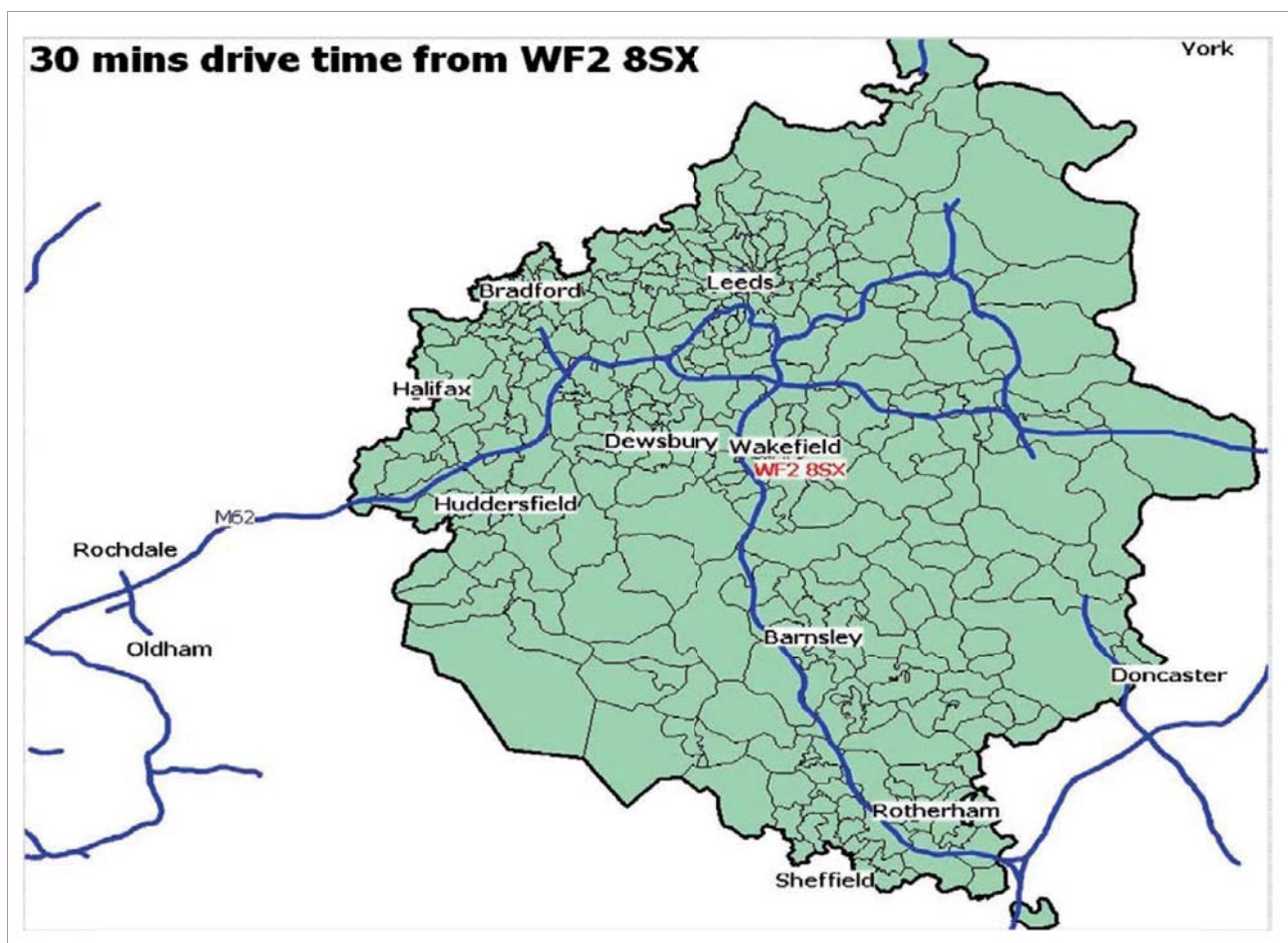
For Sectional and Overall Customer Satisfaction Survey Scores please see graphical report
 Responses exclude "Don't Know / Not Applicable"

Prospex GIS analysis

Geo-demographic profiling is used as standard in the benchmarking of the parks, open spaces and horticultural services, refuse collection, and sports and leisure facility management. It can also be used in any additional analysis that is required.

Examples of what the geo-demographic profiling can be used for include:

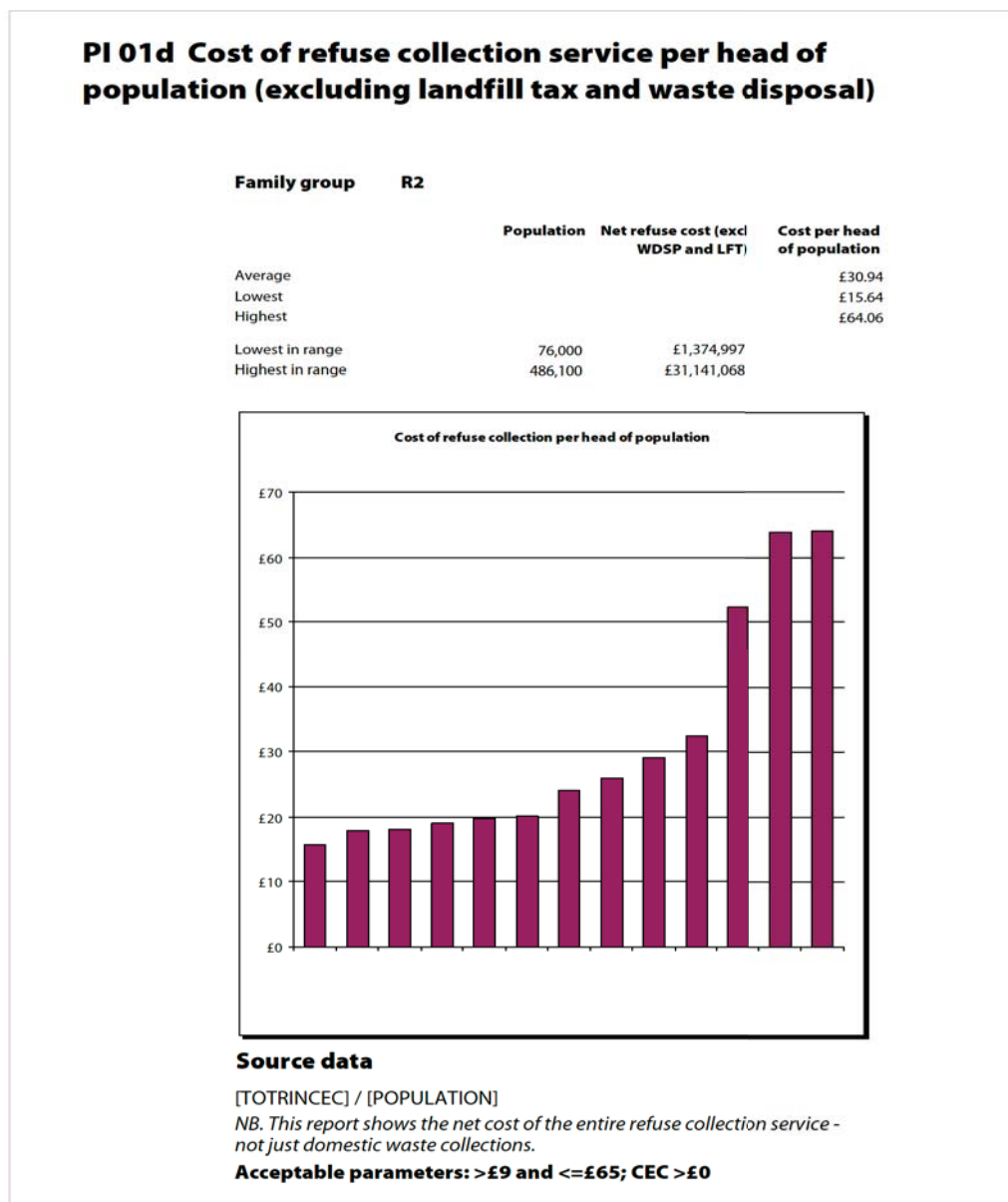
- Drive-time catchments (see below example)
- Deprivation data
- Climatic data (average rainfall/sunshine hours per annum)
- Population density
- Average household incomes



Bespoke reports

Bespoke reports can be produced to meet each individual authorities needs. These will be adaptations of the standard reports to include different comparator groups. All standard reports are produced in family groups but there will be occasions where authorities would like to be compared against other groups of authorities. These may be types of authority (unitary, borough councils etc.) area based reports (northern, southern etc.) similar population or a group of choice. For the facility based models, it is also possible to have a performance report or PI standings report showing the performance of all of your facilities. Members are able to obtain one bespoke report free per service area.

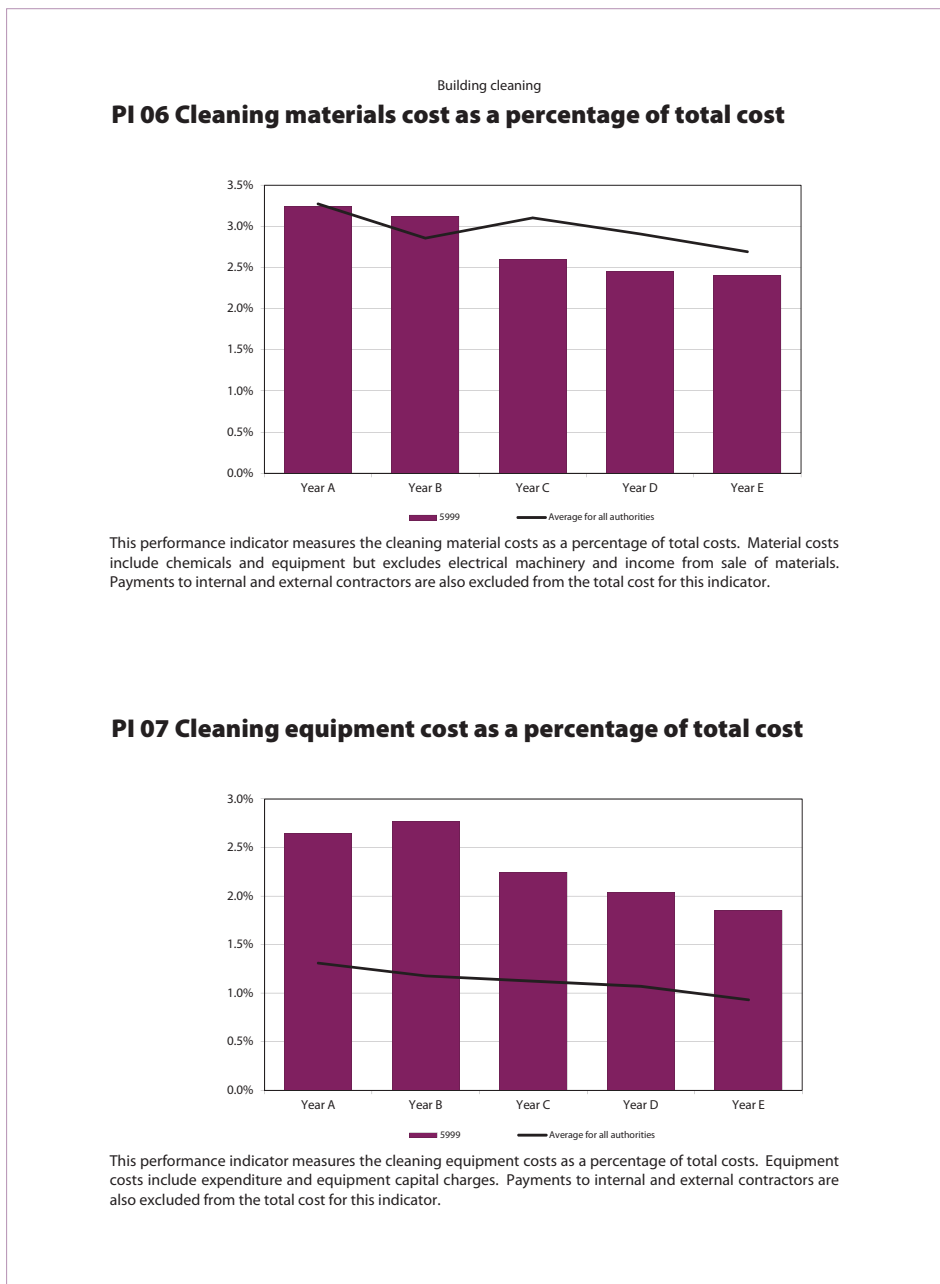
Examples of bespoke reports are as follows.



Bespoke direction of travel reports

The standard direction of travel reports use a set list of performance indicators and show the results for the last five years against the service average. Some authorities may find it useful to have this information for other performance indicators not on the standard list or to show their information against their family group average instead of the service average. Direction of travel reports can be adapted to different groups or different time frames. Members are able to obtain one bespoke direction of travel report free per service area.

An example of a bespoke direction of travel report is shown below.



Data from the templates

All the data that we ask for is stored on a database. There may be times when authorities would like to know the results for certain questions that are asked for on the template and not just the results of each PI. This is most certainly obtainable so if you wish to know the data of other authorities for example on the number of front line employees for parks, or the costs recorded for cleaning materials for building cleaning then just give us a call. All data can be broken down into your family group, by area or other bespoke groupings. We can work out averages, highest and lowest values for anything that is asked for on the templates. As long as we ask for the information on the templates then we can extract this information and perform any bespoke calculation that you need.

An example of a bespoke request is as follows.

Fixed penalty notices - dog fouling															
	All			Borough Councils			District Councils			Metropolitan Borough Councils			Unitary Councils		
	Highest	Lowest	Average	Highest	Lowest	Average	Highest	Lowest	Average	Highest	Lowest	Average	Highest	Lowest	Average
Year A	232	0	34	76	2	39	63	0	13	226	0	33	232	0	41
Year B	237	0	44	65	3	33	76	1	15	212	6	65	237	0	52
Year C	333	0	44	32	0	20	47	0	14	158	1	43	333	3	60
Year D	626	0	47	73	0	19	23	0	8	56	0	23	626	0	79

Performance Networks Apps

Performance Networks are now pleased to offer a suite of Apps to enable members to use modern and efficient ways to carry out inspections. Compared to paper-based systems, the Apps reduce the duration of inspections, automatically identify the inspection location through GIS, include a photo facility and allow inspections to be submitted by the click of a button. The results from participating authorities can be benchmarked throughout the year, so that you can compare the quality of service, thus becoming an invaluable management tool producing meaningful data. This can be used to prove value for money and to promote how effective your service is. Not only is this data available 'live' via the cloud but also feeds into the performance indicator reports and can contribute to the awards criteria.

LAMS – Land Audit Management System

The LAMS (Land Audit Management System) is a quality inspection system to monitor grounds maintenance, street cleansing and/or cemetery land. If you are a member of APSE's performance networks you will be able to use LAMS to measure the quality of your own localities, and at the same time benchmark these against other local authorities. The app also features a randomiser; it randomly selects sites to be inspected and also has a mapping and route planning facility for the inspections. There is also the option of adding on the API so that inspection scores from LAMS can feed into back office scheduling systems.

LAMS can be a useful tool to senior managers who have to justify green space and street scene budgets; it can be used as a marketing tool when applying for new contract work; and is also a great way to publicise the work the council does in maintaining its local environment to residents and businesses.

Items monitored are:

	Grounds maintenance	Street cleansing	Cemetery and crematorium services
Grounds maintenance	✓		✓
Grass cutting	✓		✓
Shrub bed maintenance	✓		✓
Flower bed maintenance	✓		✓
Surface weeds	✓	✓	✓
Litter	✓	✓	✓
Detritus		✓	
Fly tipping	✓	✓	✓
Fly posting	✓	✓	
Dog fouling	✓	✓	✓
Bins over flowing	✓	✓	✓
Bin structure	✓	✓	✓
Bin cleanliness	✓	✓	✓
Vandalism/damage			✓
Graffiti		✓	
Staining/gum		✓	

Here is a sample of the reports:

LAMS (Land Audit Management System) Sample Authority

N° of inspections recorded

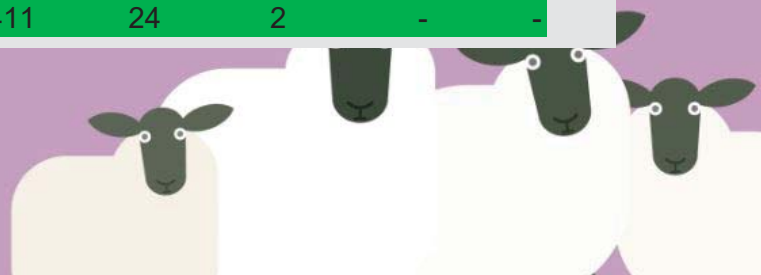
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
GROUNDS MAINTENANCE													
Random inspections	292	315	269	259	230	325	310	342	307	321	269	296	3,535
Grounds maintenance	292	315	269	259	230	325	310	342	307	321	269	296	3,535
Grass cutting	283	295	258	249	222	312	294	328	298	307	257	280	3,383
Shrub bed maintenance	54	70	53	65	39	52	47	57	52	55	55	76	675
Flower bed maintenance	5	2	1	5	3	7	5	4	3	2	0	5	42
Zone 1	0	0	0	0	2	0	0	0	1	0	0	0	3
Zone 2	304	317	270	264	245	324	319	347	311	338	274	299	3,612
Zone 3	4	13	5	9	6	11	2	10	13	7	10	12	102
Hard surface weeds	282	299	260	253	220	314	301	324	293	309	263	283	3,401
Litter	292	315	269	259	230	325	310	342	307	321	269	296	3,535
Fly tipping	292	315	269	259	230	325	310	342	307	321	269	296	3,535
Fly posting	291	314	267	256	230	324	308	342	307	320	268	295	3,522
Dog fouling	291	314	269	259	230	325	310	342	307	320	268	295	3,530
Bins over flowing	35	37	40	37	20	40	37	33	36	37	44	53	449
Bin condition - structural	33	37	39	36	20	39	38	33	35	35	44	49	438
Bin condition - cleanliness	33	37	39	36	20	39	38	33	35	35	44	50	439

Summary results and PI scores

Grades for year

Y/N responses

	Grade A	Grade B	Grade C	Grade D	No	Yes
GROUNDS MAINTENANCE						
Random inspections	-	-	-	-	3,535	0
Grounds maintenance	40	3,293	194	8	-	-
Grass cutting	27	3,249	98	9	-	-
Shrub bed maintenance	25	610	37	3	-	-
Flower bed maintenance	11	30	1	0	-	-
Zone 1	1	2	0	0	-	-
Zone 2	38	3,189	192	193	-	-
Zone 3	1	96	2	3	-	-
Hard surface weeds	76	3,146	172	7	-	-
Litter	24	2,851	607	53	-	-
Fly tipping	2,720	637	178	-	-	-
Fly posting	3,424	87	11	0	-	-
Dog fouling	3,034	494	2	0	-	-
Bins over flowing	-	-	-	-	410	39
Bin condition - structural	3	410	21	4	-	-
Bin condition - cleanliness	2	411	24	2	-	-



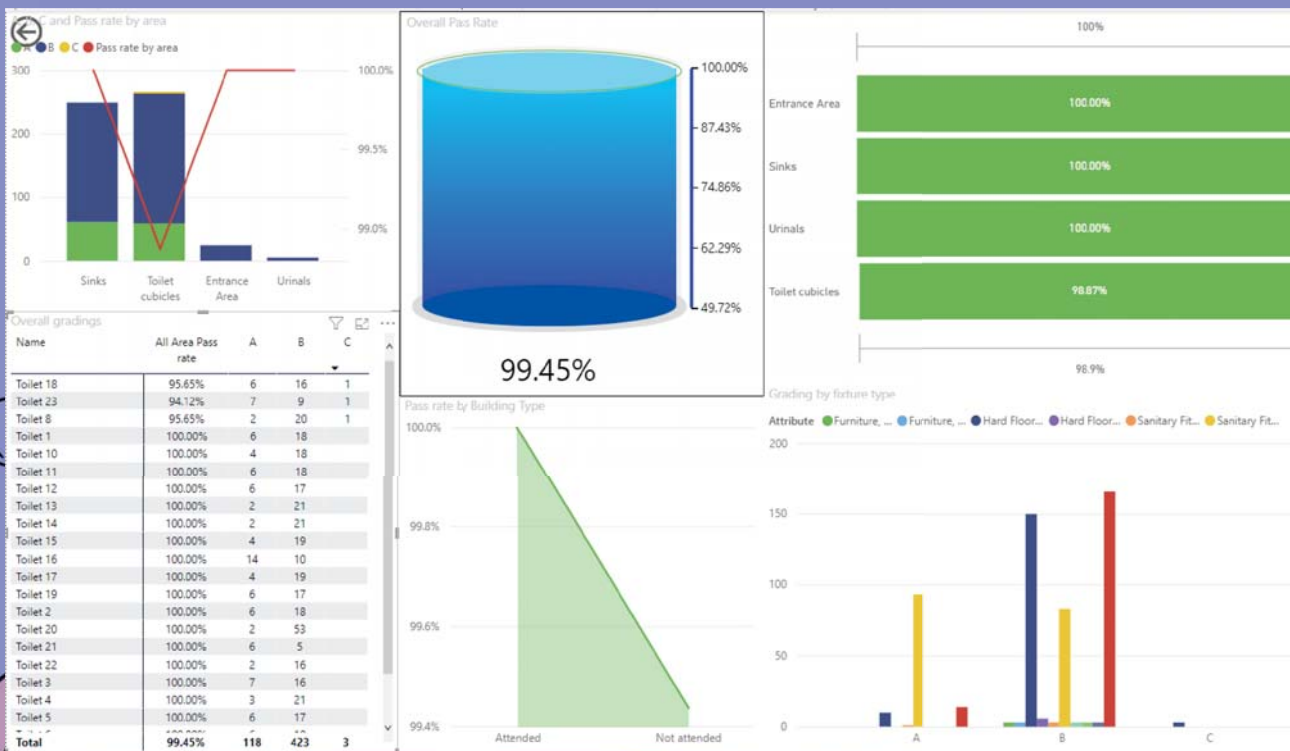
APSE Quality Results

	% of sites that were grade A	% of sites that were grade B	% of sites that were grade C	% of sites that were grade D	% of sites grade A/B (acceptable)	% of sites below B (unacceptable)	% of sites where bins were over flowing or random inspection
GROUNDS MAINTENANCE							
Random inspections							0.00%
Grounds maintenance	1.13%	93.15%	5.49%	0.23%	94.29%	5.71%	
Grass cutting	0.80%	96.04%	2.90%	0.27%	96.84%	3.16%	
Shrub bed maintenance	3.70%	90.37%	5.48%	0.44%	94.07%	5.93%	
Flower bed maintenance	26.19%	71.43%	2.38%	0.00%	97.62%	2.38%	
Zone 1	33.33%	66.67%	0.00%	0.00%	100.00%	0.00%	
Zone 2							
Zone 3							
Hard surface weeds						5.26%	
Litter	0.68%	80.65%			81.33%	18.67%	
Fly tipping	76.94%						
Fly posting	97.22%	2.47%	0.31%	0.00%	99.69%	0.31%	
Dog fouling	85.95%	13.99%	0.06%	0.00%	99.94%	0.06%	
Bins over flowing							8.69%
Bin condition - structural	0.68%	93.61%	4.79%	0.91%	94.29%	5.71%	
Bin condition - cleanliness	0.46%	93.62%	5.47%	0.46%	94.08%	5.92%	

CLAMS – cleaning audit management system

CLAMS is a quality inspection system to benchmark your building cleaning. The App includes surveys to inspect cleaning in the following buildings:

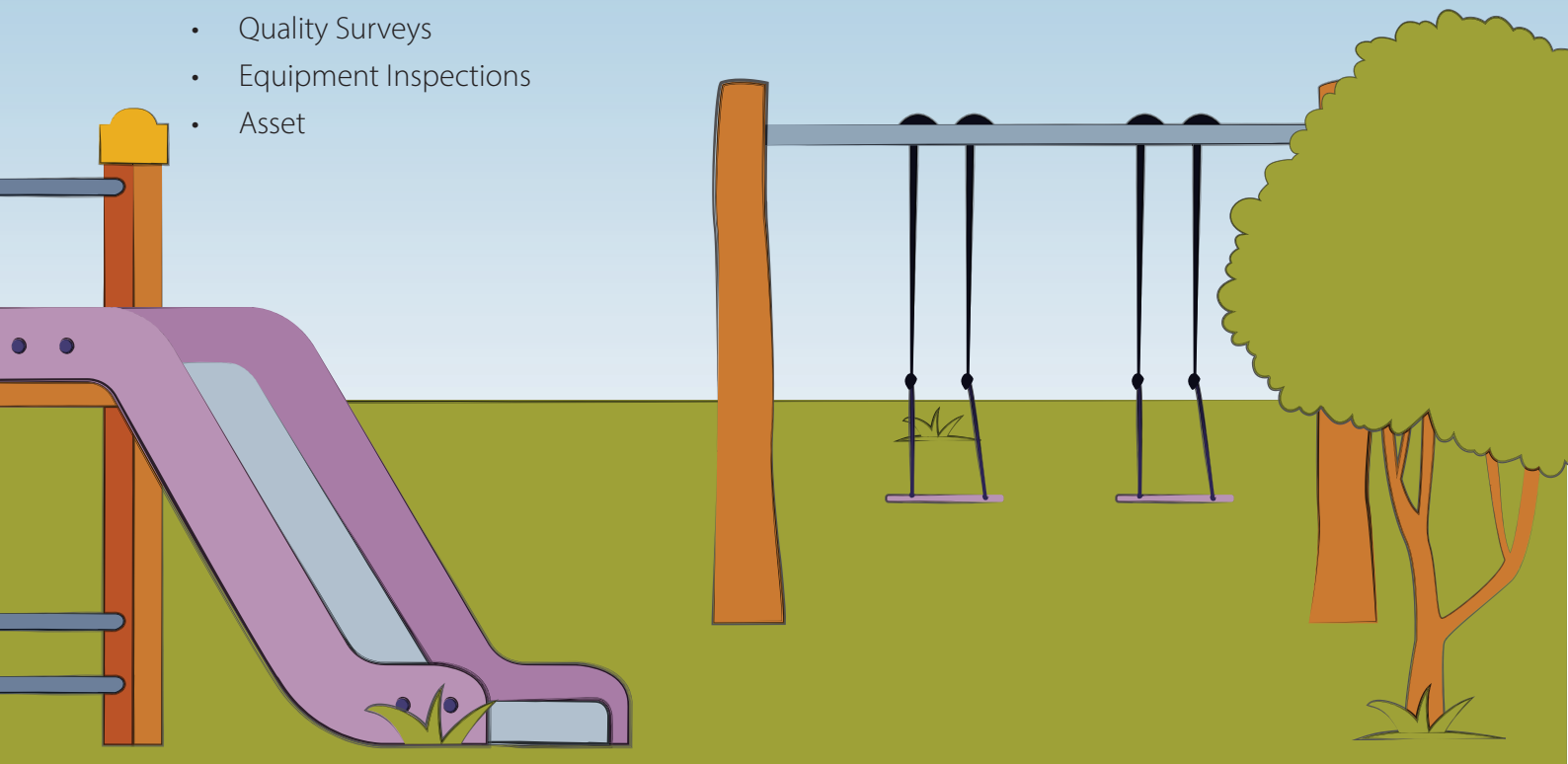
- Educational establishments
- Leisure centres
- Offices
- Public conveniences
- Residential Properties



PIMS – play inspection management system

Inspection system for play equipment. This measures:

- Play Value
- Quality Surveys
- Equipment Inspections
- Asset



MIST – memorial inspection safety tool

Inspection systems for memorials. The App allows for the following options:

- Option 1 – Complete an overall inspection of the burial ground (including gates pathways, signage, bins, access etc.)
- Option 2 – Complete a detailed individual inspection of each memorial scheduled.
- Option 3 – Complete a simplified memorial survey (with some information on the cemetery and memorial being pre-loaded onto the form)



The team

Please direct all comments and enquiries to:

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Telephone: 0161 772 1810

Email: performance.networks@apse.org.uk

For more information on APSE and performance networks, please visit our website at www.apse.org.uk

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- Parks, open spaces and horticultural services
- Refuse collection
- Street cleansing

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- Building cleaning
- Catering
- Environmental health
- Market operations
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Partnerships

IQ Software Systems

IQ Software Systems help to provide consultancy and IT support for the performance network service. If you would like to discuss your requirements or receive further information or additional reports, please contact a member of the performance networks team.

Beacon Dodsworth

Beacon Dodsworth have provided APSE performance networks with the capacity to assess effectively the geo demographic profile of each local authority member through their Prospex software. Enquiries for geo demographic profiling should be directed through a member of the performance networks team at the APSE office.

NEW MUNICIPALISM

Delivering for local people and local economies

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