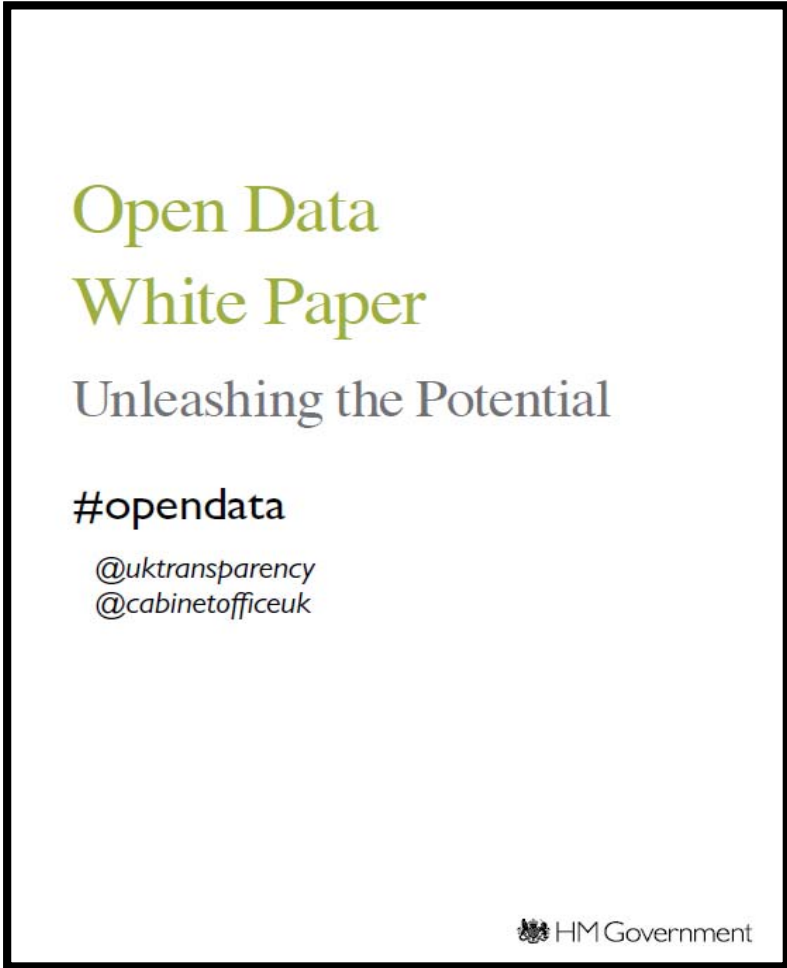# Performance networks and the challenge of data transparency for front-line services

Mark Bramah, Assistant Chief Executive, APSE

Open Data White Paper 2012

Open Data
White Paper

Unleashing the Potential

#opendata

@uktransparency
@cabinetofficeuk

HM Government

"The public should be able to hold local councils to account about the services they provide. To do this, people need information about what decisions local councils are taking, and how local councils are spending public money."

Shakespeare review of Public Sector Information

SHAKESPEARE REVIEW

An Independent Review of
Public Sector Information

MAY 2013
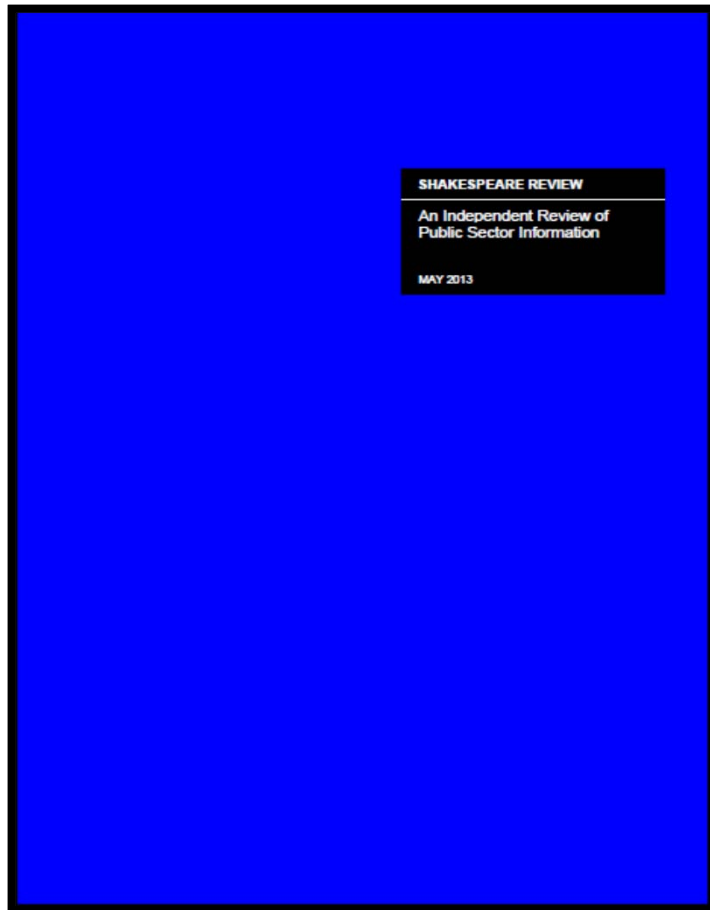
"Recognise in all we do that PSI, and the raw data that creates it, was derived from citizens, by their own authority, was paid for by them, and is therefore owned by them. It is not owned by employees of the government. All questions of what to do with it should be dealt with by the principle of getting the greatest value back to citizens, with input not just from experts but also citizens and markets."

CLG – Making local councils more transparent and accountable to local people

- Publishing council spending and salaries on-line
- Giving people the right to see local authority accounts.
- Code of recommended practice on data transparency.
- Publicity code for local government.
- Reforming local audit.
- Encourage councils to use contracts finder for local procurement.
- Accountability system statement for local government.
- Demonstrating benefits of transparency – Openly local project.
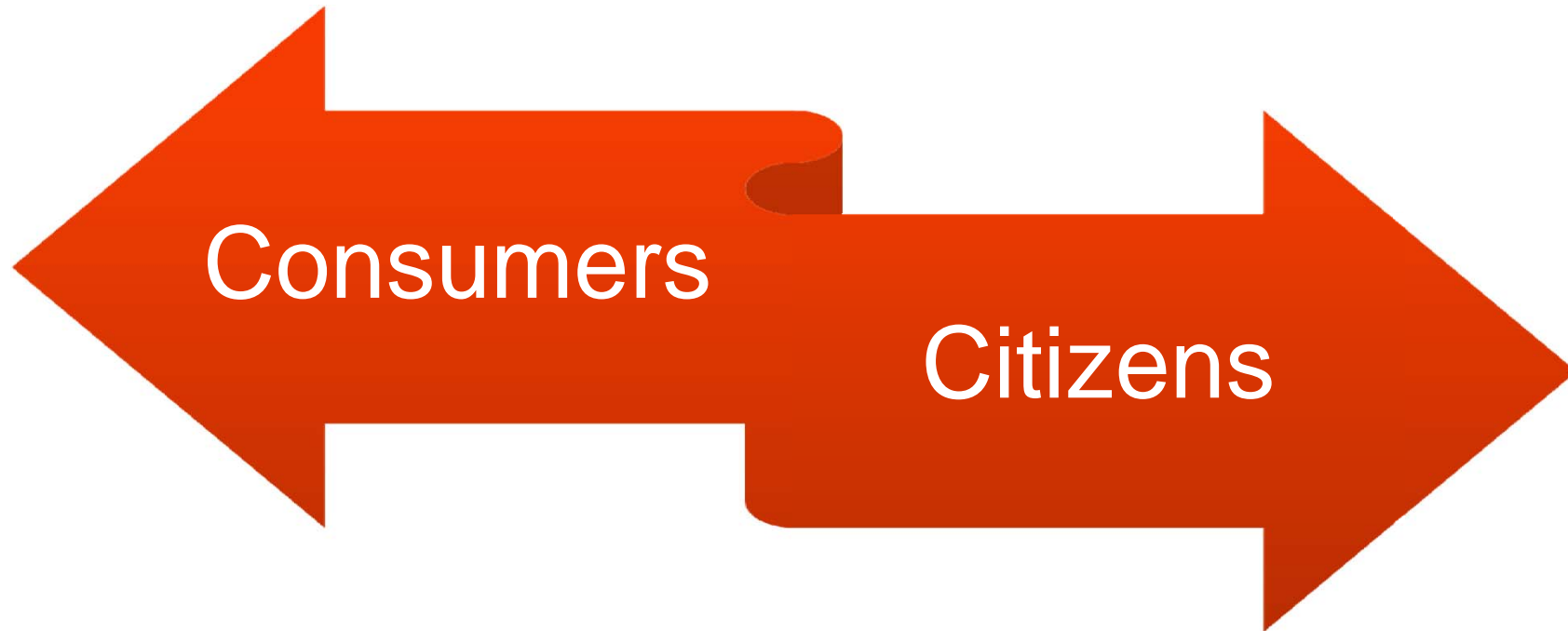
Benchmarking – trade offs

- Cheap
- Cut price
- Bargain
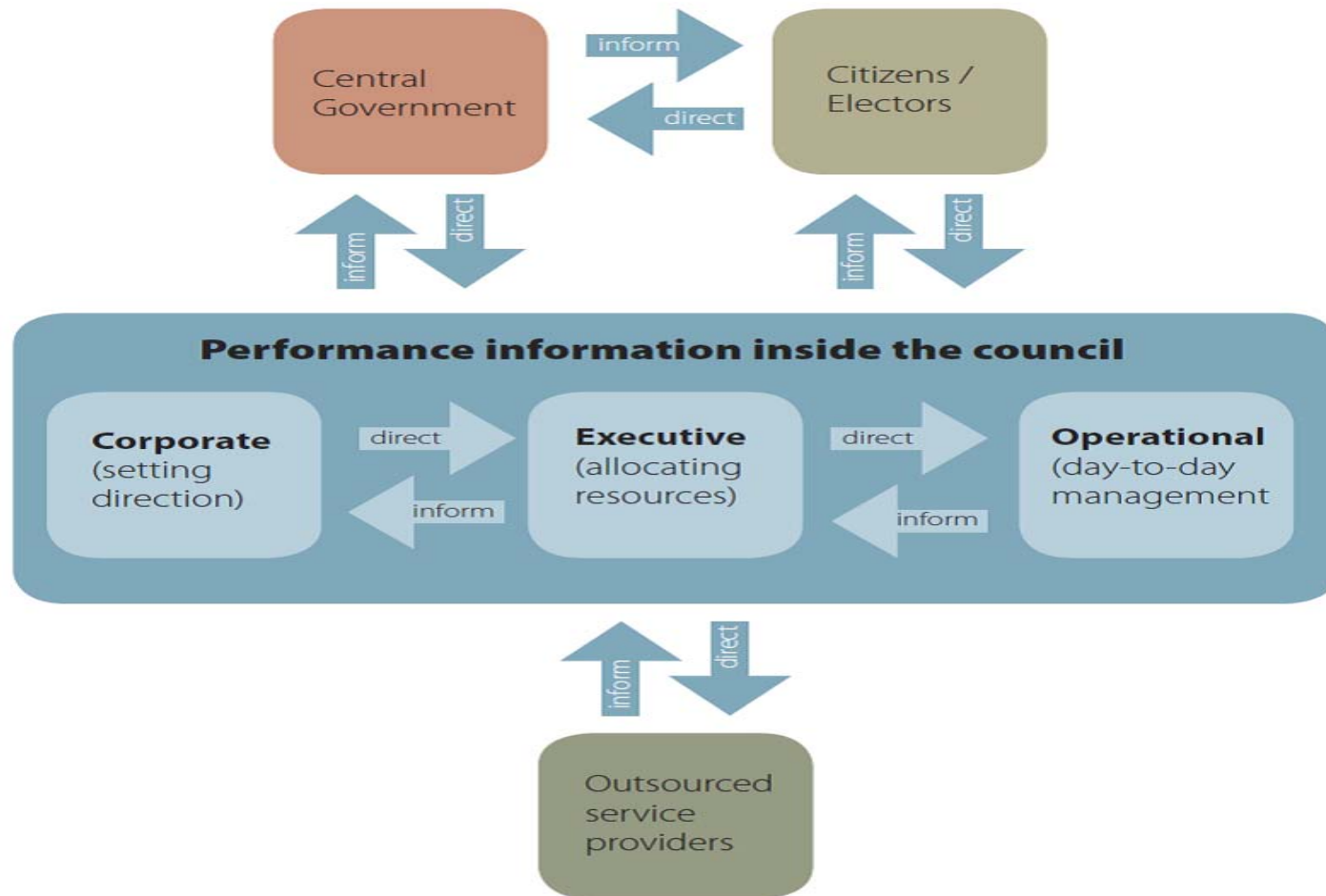- Style
- Value for money

The real costs !!!

- Cheap Labour.
- Poverty Pay.
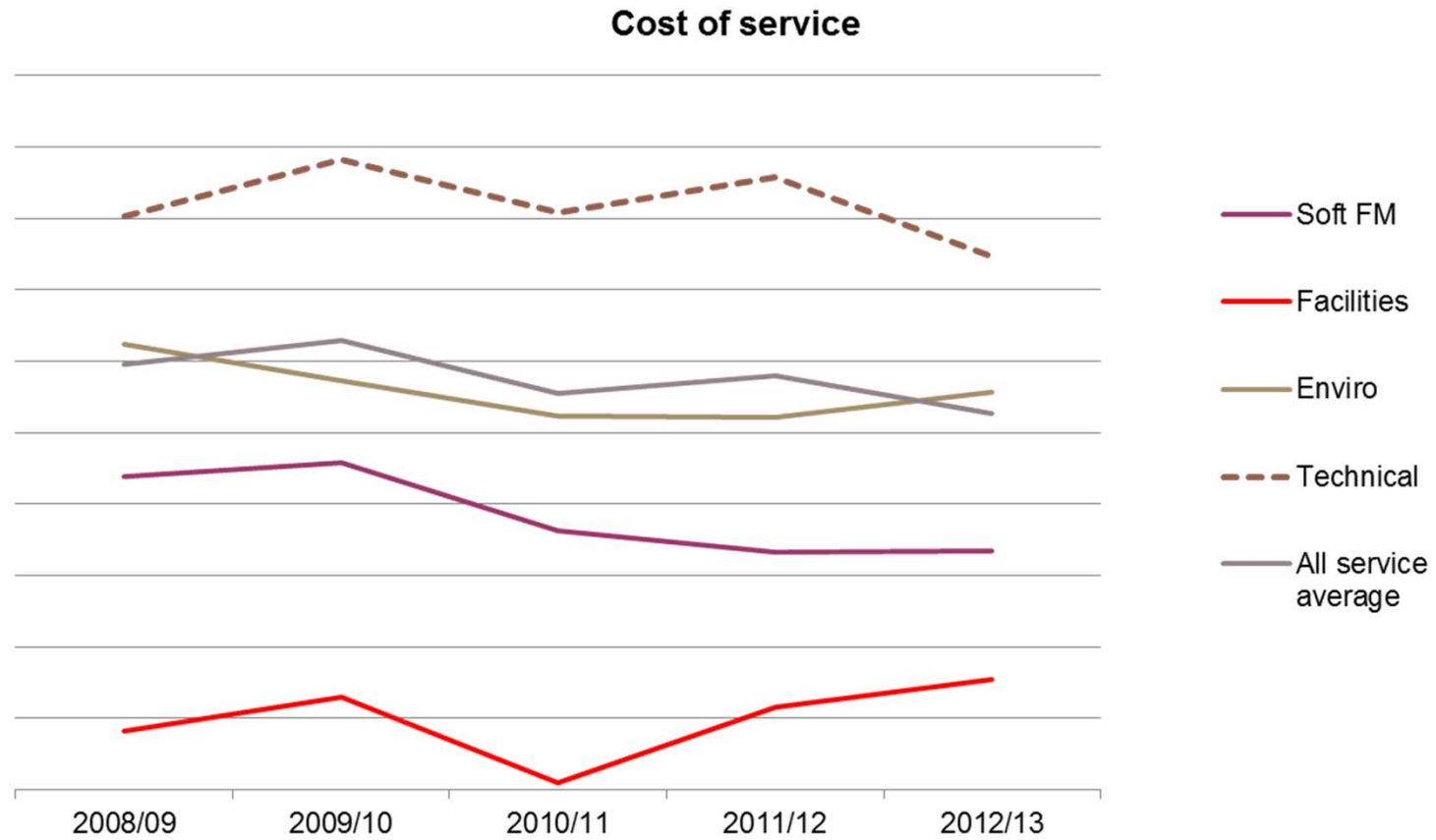- Poor health and safety.
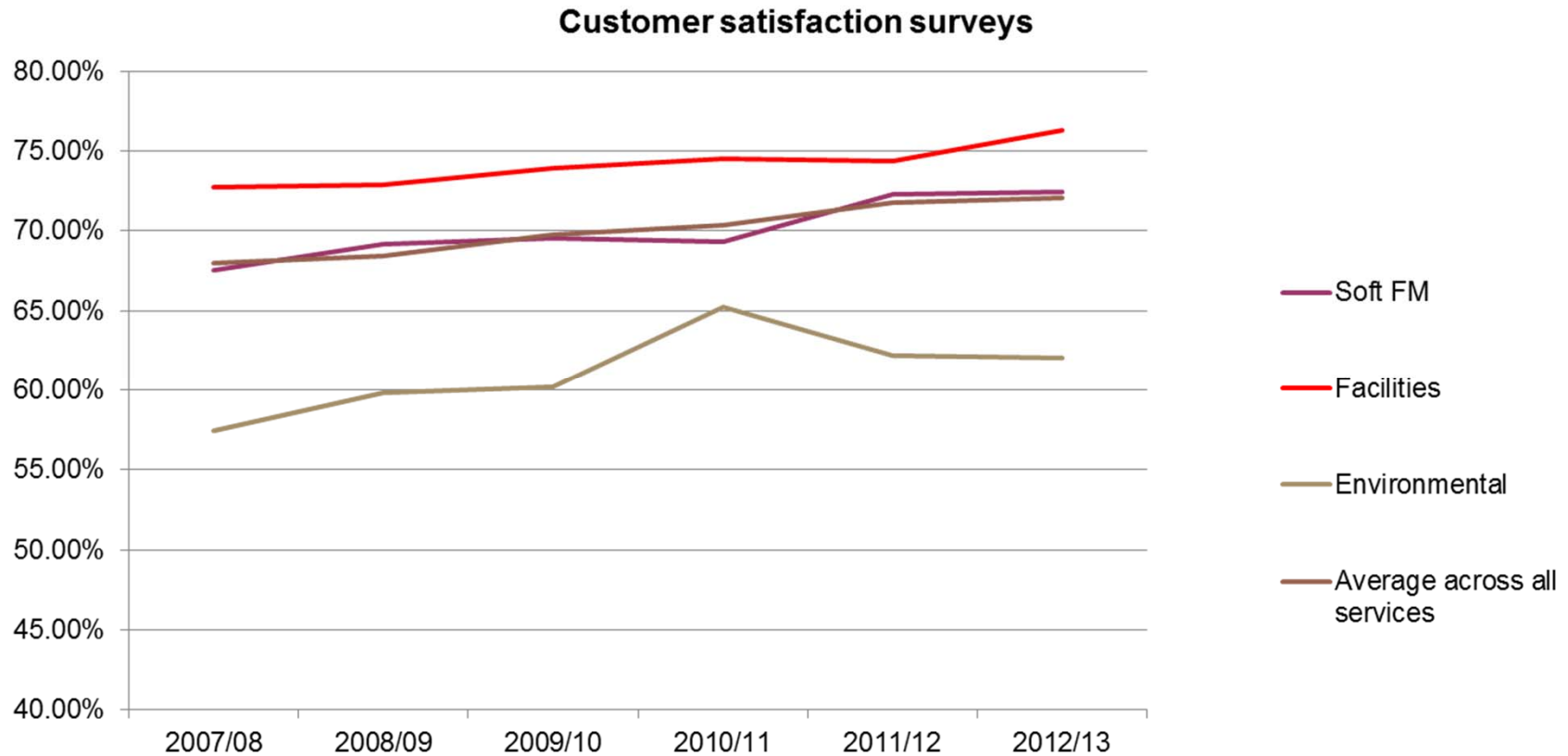- Exploitation.
- Unethical

Tough choices

Using performance data effectively
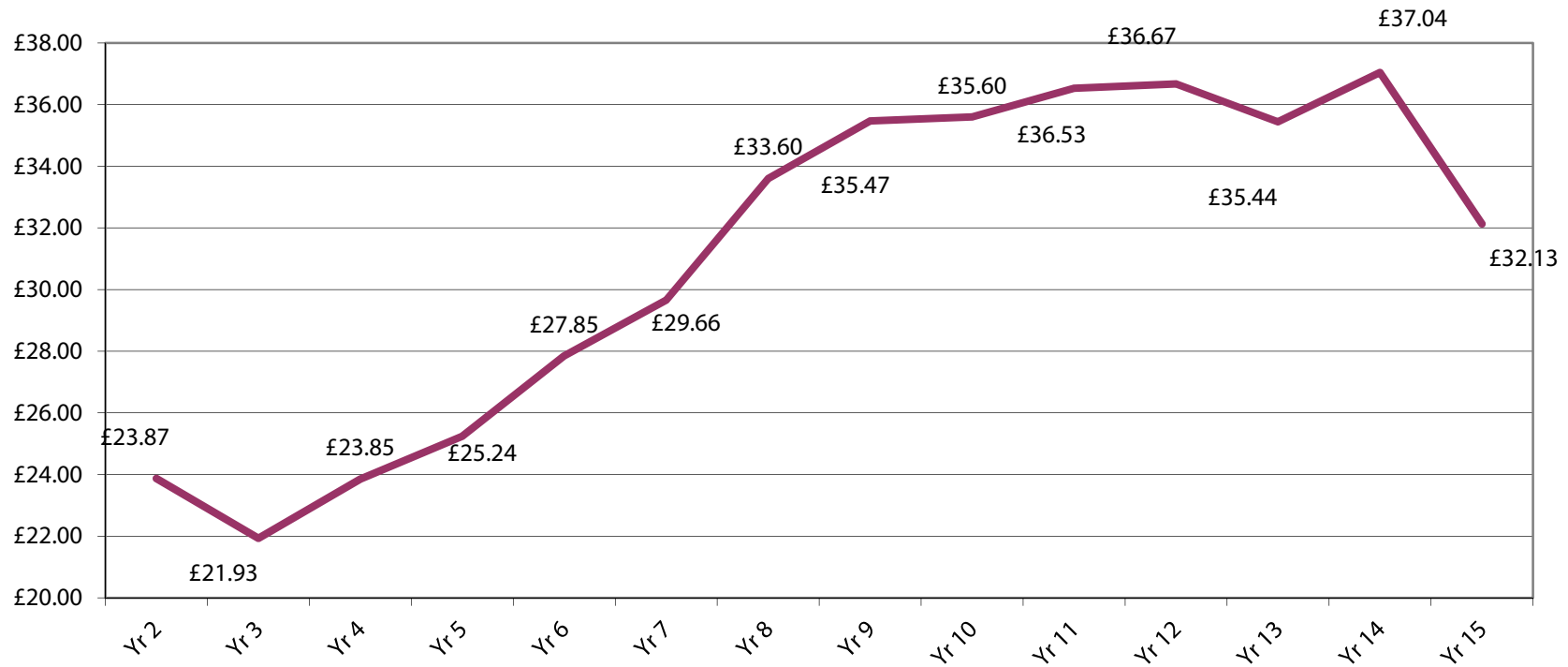
What is happening to service costs

But customer satisfaction seems to be going up!

Customer satisfaction surveys
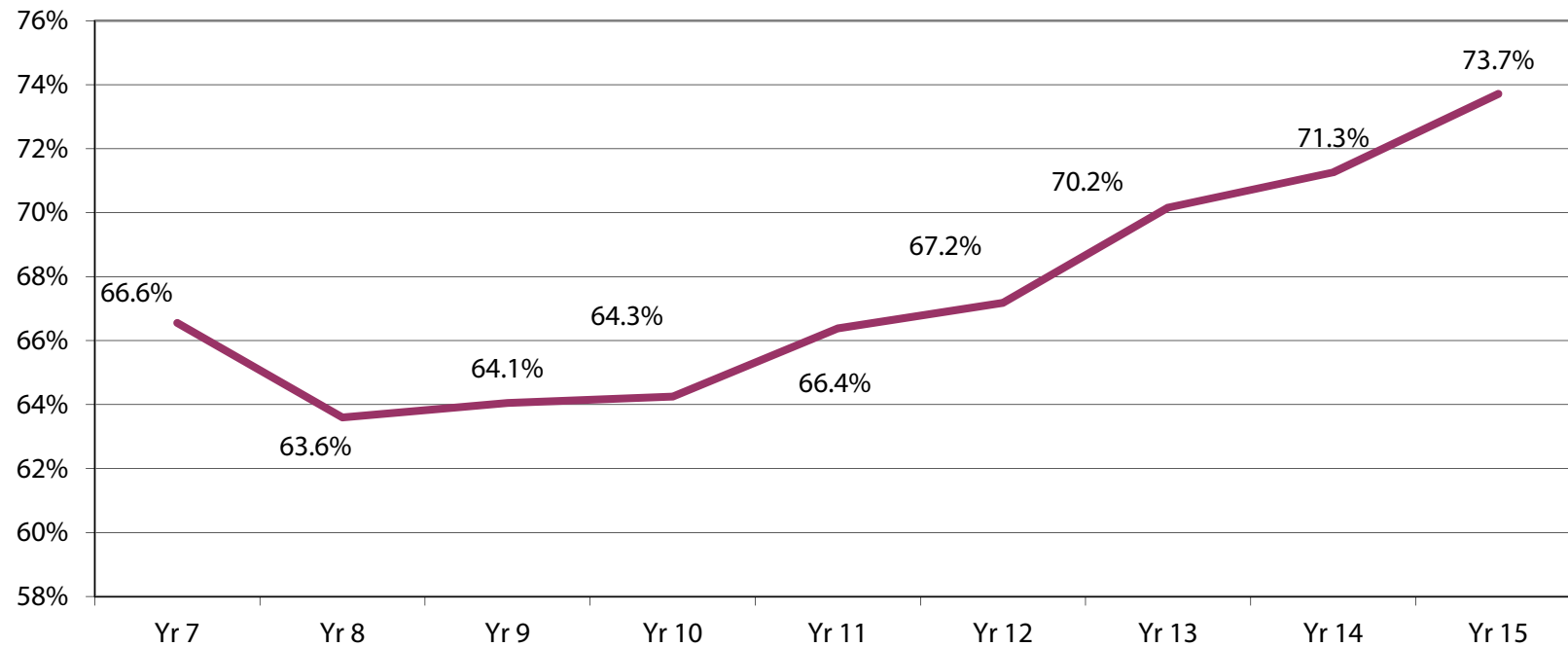
Street Cleansing - costs

**PI 03 Cost of cleansing service per household
(including CEC)**

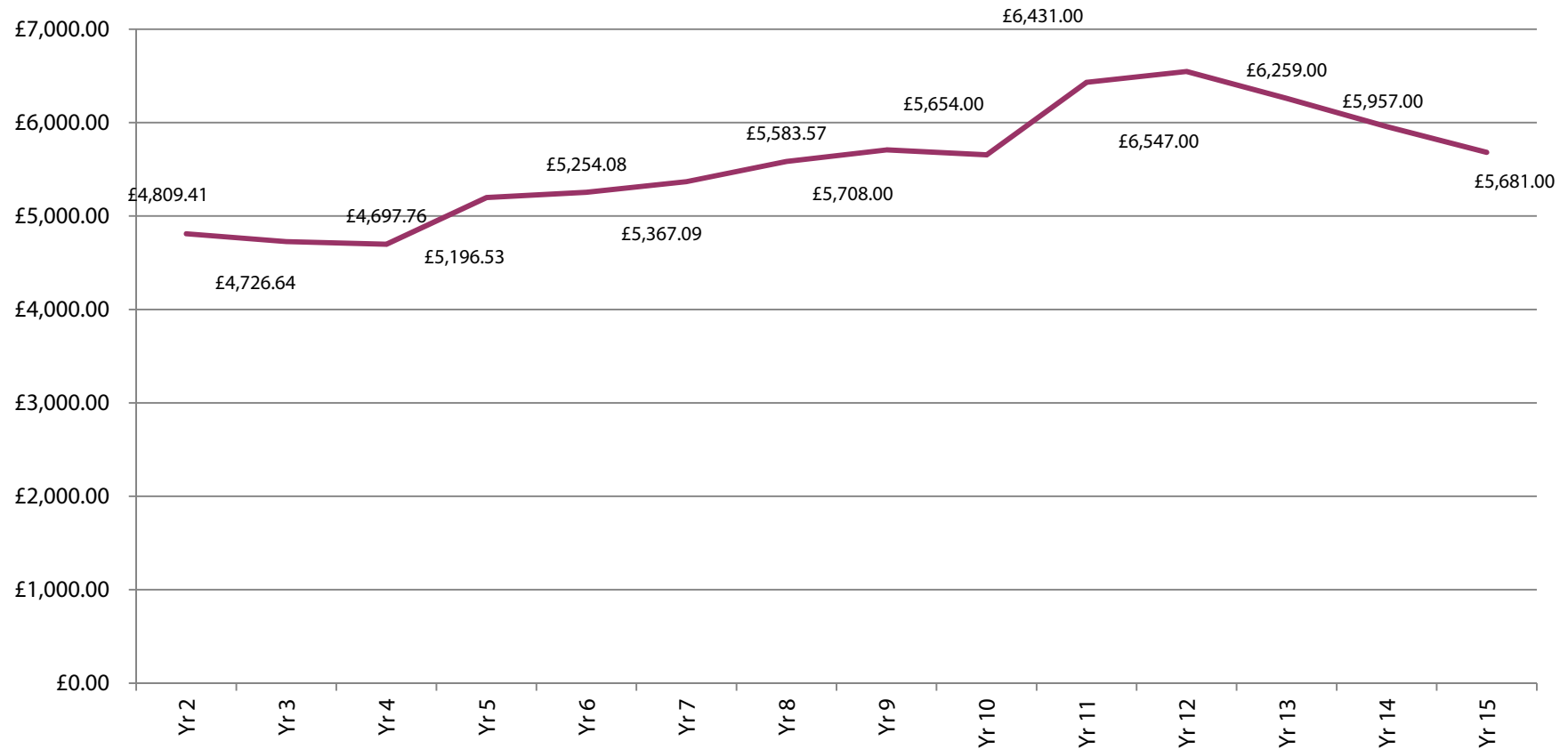# Street Cleansing – Customer satisfaction

**PI 39 Community / customer surveys undertaken satisfaction levels**

Parks – Cost of service

PI 02 Cost of service per hectare of maintained land (including CEC)

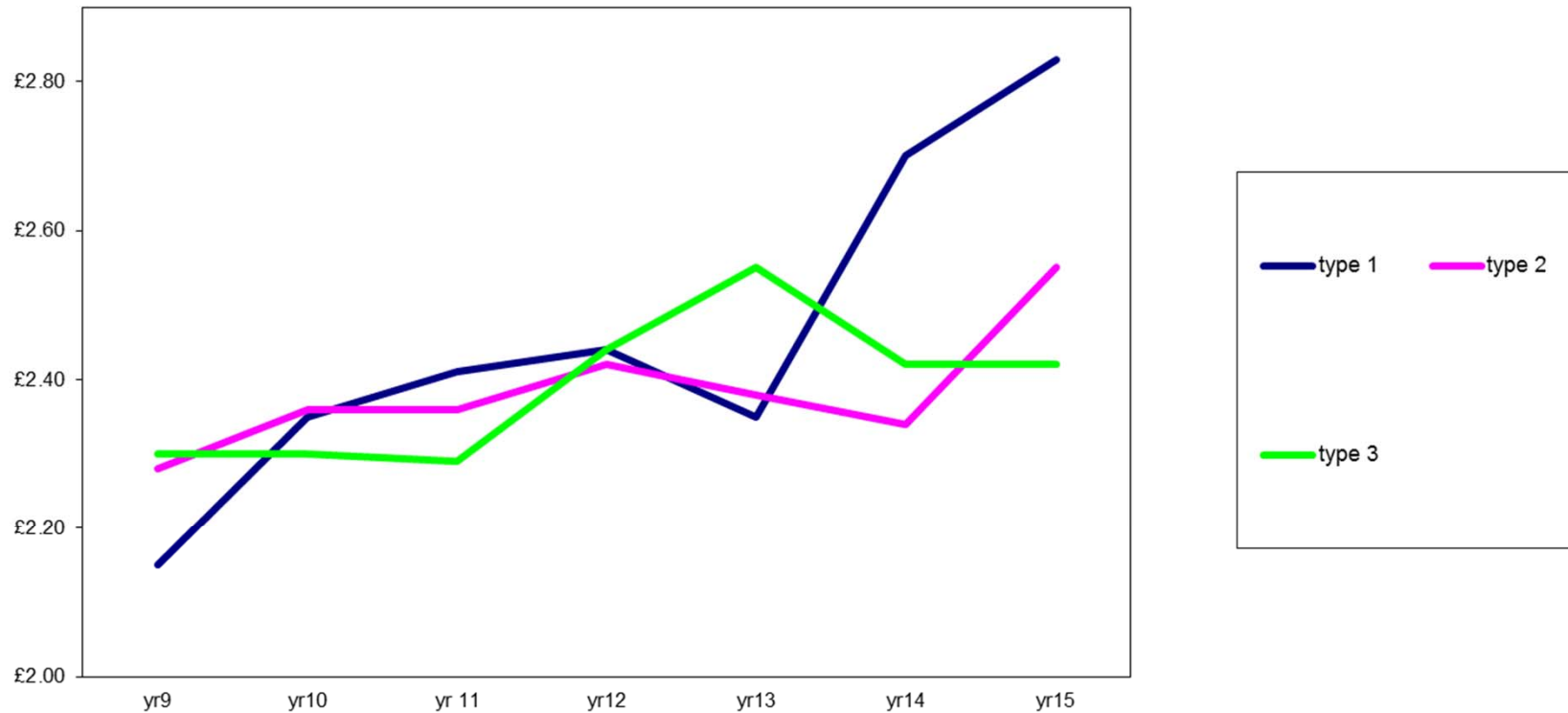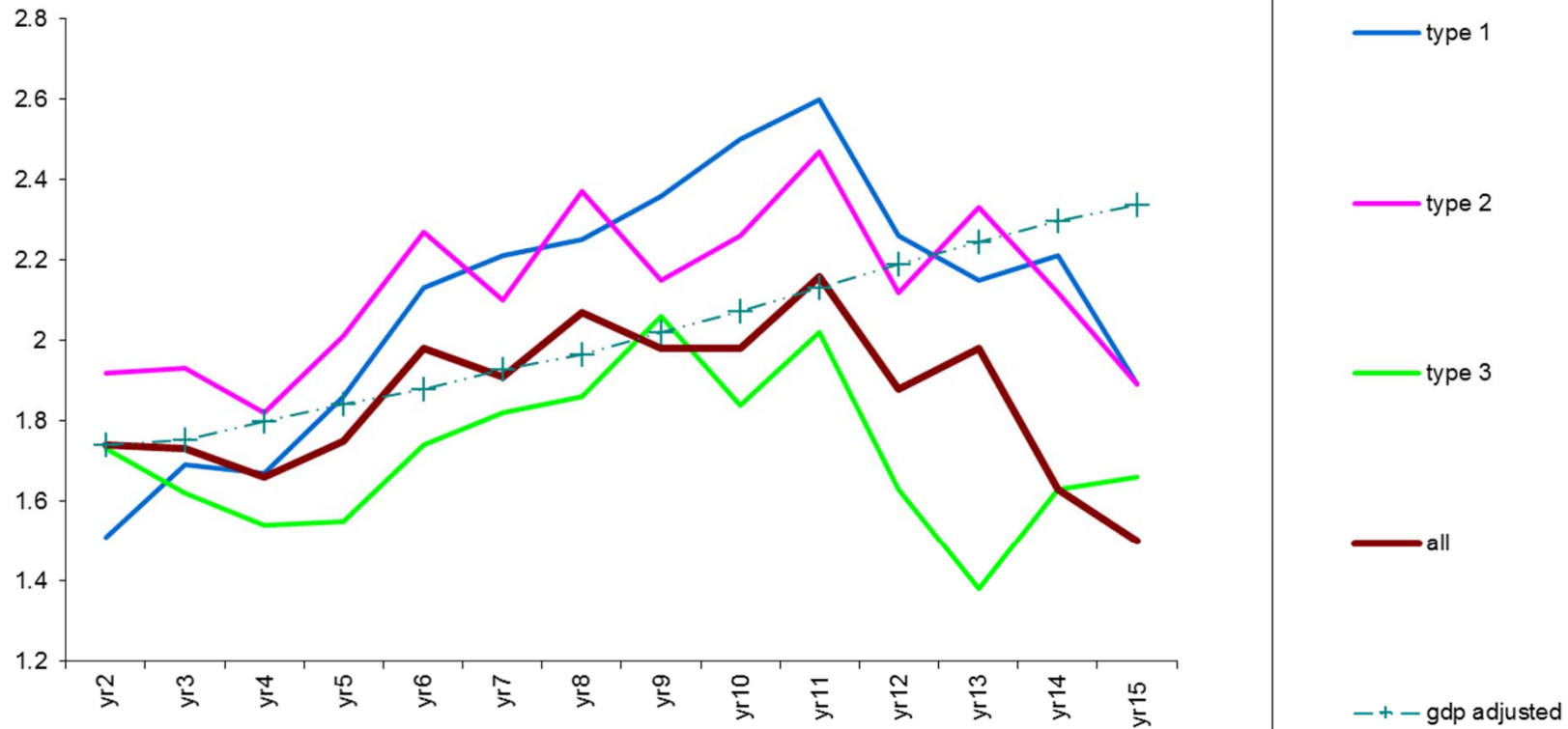|													
Yr 2	Yr 3	Yr 4	Yr 5	Yr 6	Yr 7	Yr 8	Yr 9	Yr 10	Yr 11	Yr 12	Yr 13	Yr 14	Yr 15
£4,809.41	£4,726.64	£4,697.76	£5,196.53 / £5,254.08	£5,367.09	£5,583.57	£5,708.00	£5,654.00		£6,547.00 / £6,431.00	£6,259.00	£5,957.00		£5,681.00

Parks - Productivity

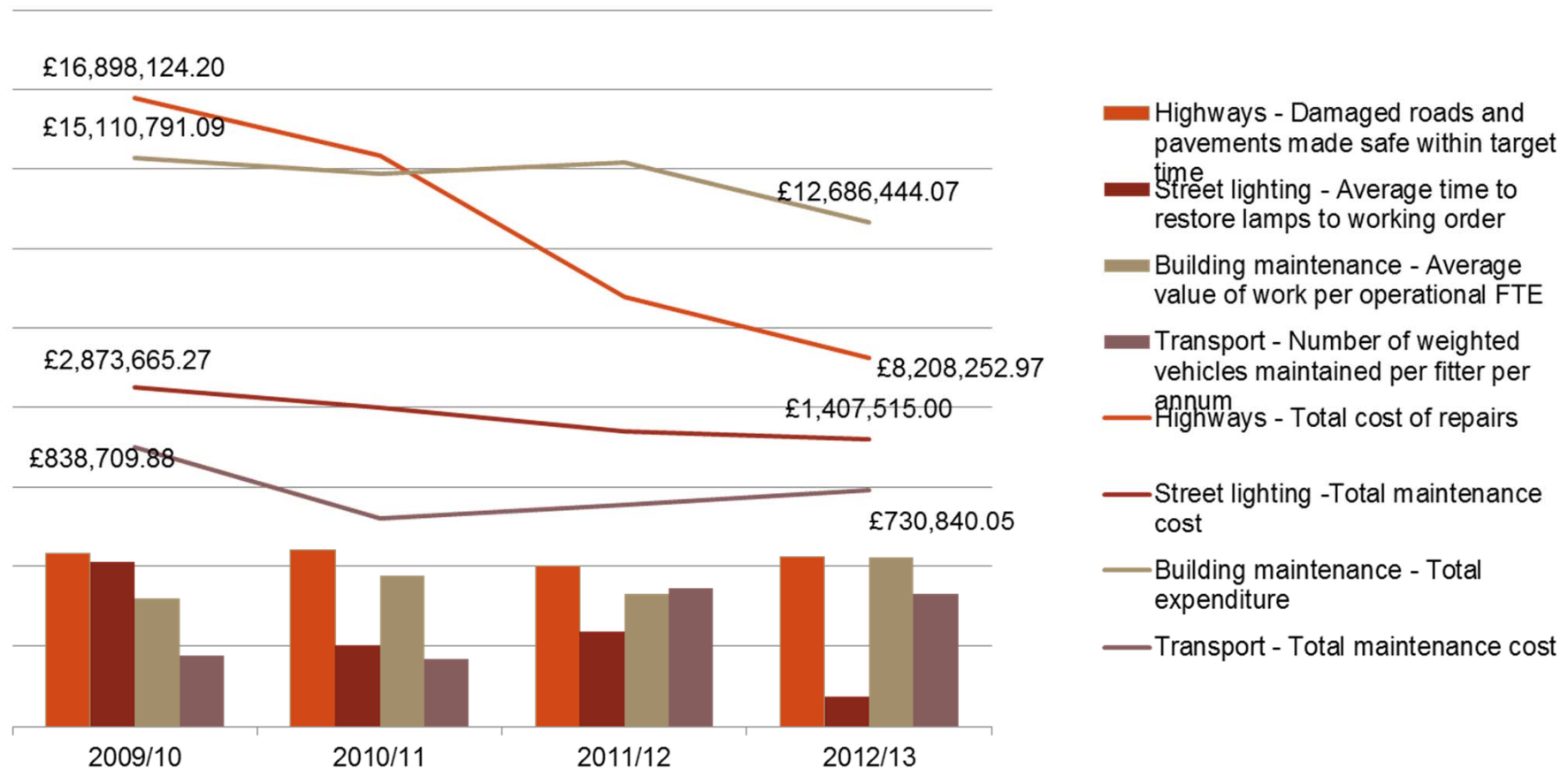**PI 12 Number of hectares maintained per FTE front line employee**
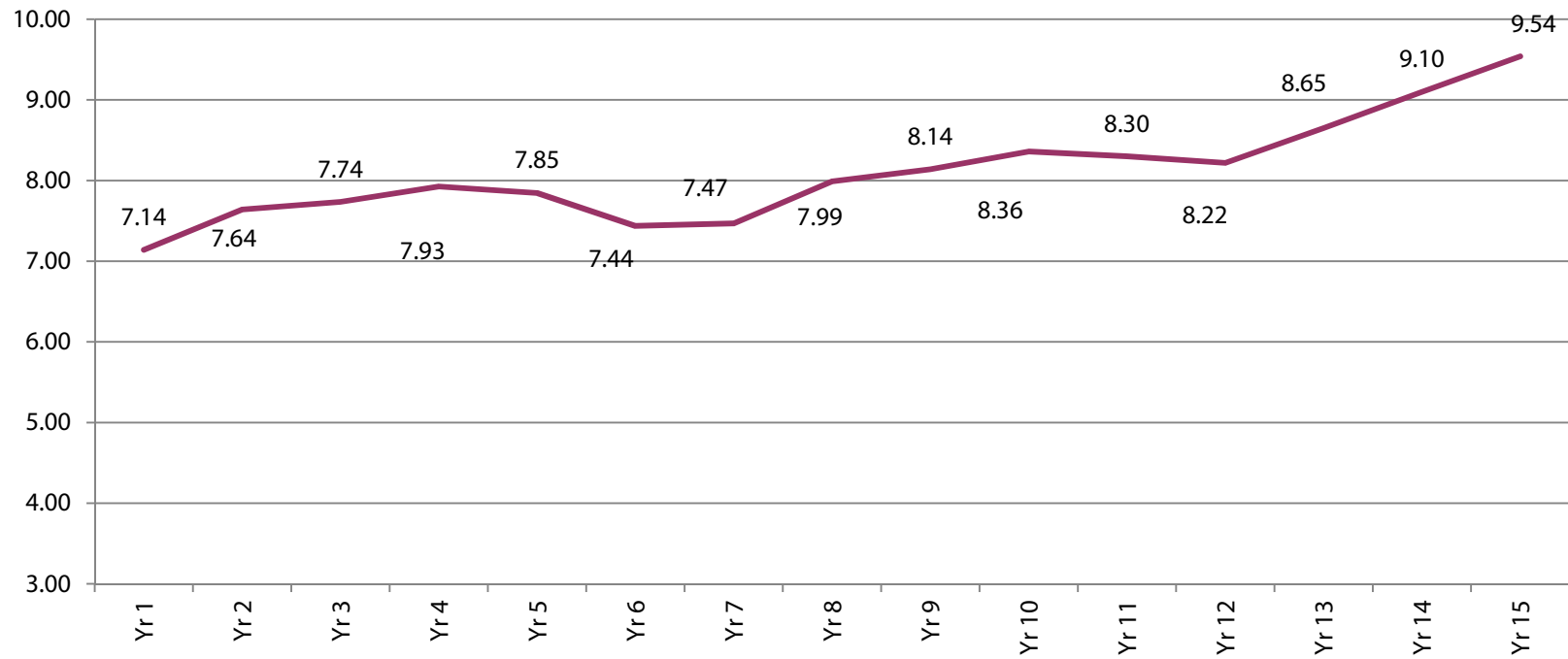
Sports and Leisure - Customer spend per head

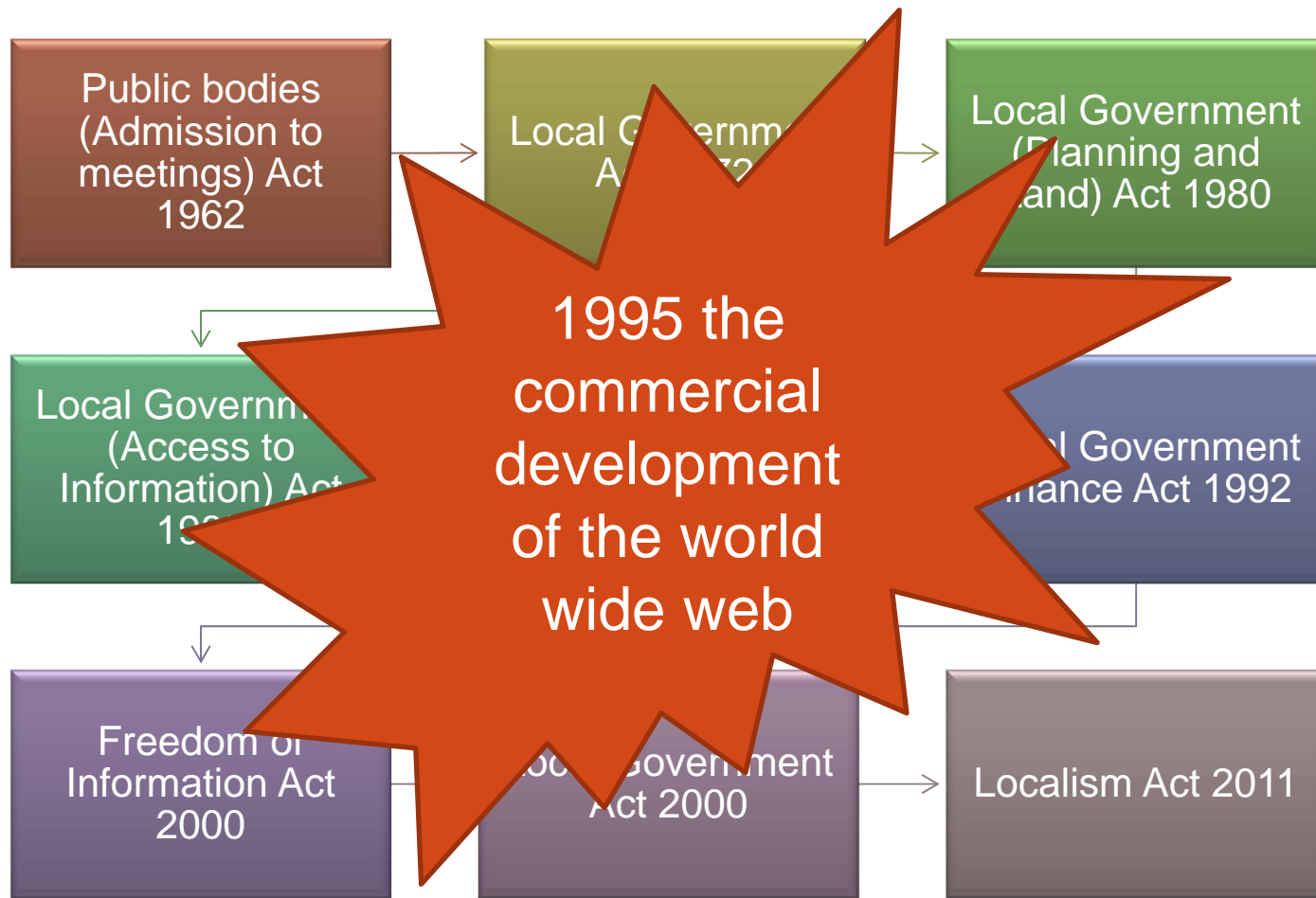# Sports and Leisure - Subsidy per head using GDP deflator

Technical Services – Costs v Output

Measuring public and social value

Objective → Input → Output → Outcome

← Demand →

Planning → Management → Customer → Society

Access to information timeline

Public bodies (Admission to meetings) Act 1962

Local Government Act 1972

Local Government (Planning and Land) Act 1980

Local Government (Access to Information) Act 198...

Local Government Finance Act 1992

Freedom of Information Act 2000

Local Government Act 2000

Localism Act 2011

1995 the commercial development of the world wide web

apse

Social media arrives

LOCAL SERVICES
LOCAL SOLUTIONS

Contact details

Mark Bramah, Assistant Chief Executive

Email: mbramah@apse.org.uk

INVESTOR IN PEOPLE

ISO 14001 REGISTERED FIRM GB 11409
ISO 9001 REGISTERED FIRM GB 11132
ISO 27001 REGISTERED FIRM GB 14074