Supporting our councils undergoing this transition

Mo Baines, Chief Executive and

Debbie Johns, Head of performance networks

What we will cover

- Resources and networking opportunities available

- Evidencing the impact of change

- 'Performance networks light' new module

- A diagnostic approach to service re-design to support your council's reorganisation journey

New network forum

Local Government Reorganisation and Devolution Network

The English Devolution White Paper set out reform to local government including the development of strategic authorities, combined authorities and new forms of local councils, turning some 'two tier' areas of Counties and Districts into single tier 'Unitary' councils. The new councils will carry out the same functions as other existing Unitary merging the services that are otherwise carried out by different tiers of local councils.

This new APSE Network will support local councils undergoing this transition.

Upcoming Dates:

Friday 21 November 2025 - 10:30am - 12:30pm
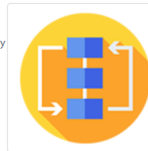
To view events in your area, click here.

Network Queries

Briefings

Past Presentations

Upcoming Seminars

Sign up to this APSE Network

Authority Name

PN 'light' edition

- Evidencing the impact of change

- Over the next 3 years

- Previous performance networks' experience

- Views of members who have already gone through the transition

- Reduce the burden and provide value

- Avoid sensitivities

- Steering group input

Association for Public Service Excellence

apse

performance networks

Building cleaning performance at a glance

Sample Authority — 5999

APSE performance networks highways data

COST PER KM
£11,205

CONDITION OF PRINCIPAL ROADS
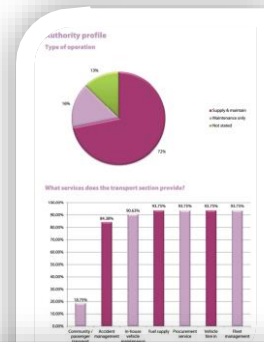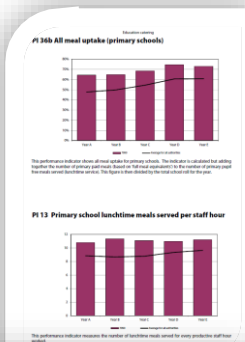3.58%

CONDITION OF NON-PRINCIPAL ROADS
6.34%

CONDITION OF UNCLASSIFIED ROADS
12.98%

CAT 1 DEFECTS MADE SAFE WITHIN RESPONSE TIME
91%

SAFETY INSPECTIONS COMPLETED ON TIME
91%

% STAFF ABSENCE
3.93%

apse **performance networks**

Case study report 2024
Best and most improved performer award finalists and winners

bit.ly/APSECLAMS

bit.ly/APSELAMS

bit.ly/40Cjptr

bit.ly/3ZlOJMj

- Researched previous experiences with re-organisation

- What years are of interest?

  - Base year when decision has been made

  - Shadow LA year

  - Vesting day year

  - Post transition

- Core PI set rather than asking you to complete individual templates

  - Quality

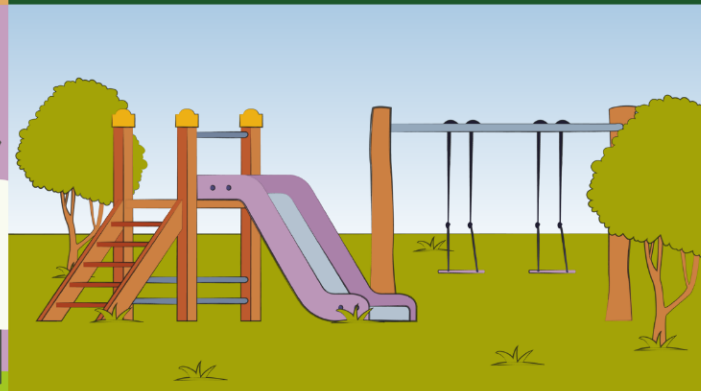 - Productivity

  - Cost

- Allow all the component parts to contribute data even if they're not current members – through a 'lead' council

- Ability to filter on the PI's you want to – what are your priorities?

- Proposal to narrow down the scope to the ***Benefits of re-organisation on neighbourhood services***

- Feedback – also need corporate measures

- There could be both amalgamation and splitting – roads/lighting/catering/TS/GM, BC and BM at county level could be split as well as the amalgamation of services from individual districts.

Comparator groups

- Service delivery models

- Similar sized unitary and key drivers – what would you expect?

  - Population density
  - Urban/rural
  - Population centres
  - Deprivation
  - Factors for specific services

Proposed measures

Corporate services

Net cost of council service per head of population

Total energy costs per annum (annual council expenditure on energy) per head of population

Percentage customer satisfaction with the overall service provided by the authority

Refuse collection and recycling

Investment per household excluding trade waste costs

Tonnes of domestic waste recycled per household

Total domestic waste collected (Recycled and residual) excluding trade waste per household

Total municipal waste collected (Recycled and residual) excluding trade waste per 1000 head of population

Refuse collection customer satisfaction surveys

Street cleansing

Annual investment in street cleansing service per household

Percentage of sites surveyed falling below grade b for cleanliness

Street cleansing customer satisfaction surveys

Parks

Maintenance investment per household

Cleanliness of open spaces e.g. LAMS

Parks customer satisfaction surveys

Environmental services

Nuisance vehicles reported, inspected, assessed as abandoned, removed and notices issued

Graffiti removal and monitoring

Environmental health

Net investment in service per head of population

Net investment in community protection and antisocial behaviour service per head of population

Average time (in days) to respond to service requests (noise) where a visit was necessary from the date of receipt

Highways

Total expenditure (all assets) by carriageway network length

Total carriageway maintenance investment expenditure by carriageway network length

Percentage of emergency (cat 1) defects made safe within response times (roads)

Condition of principal roads

Condition of all non-principal roads

Highways customer satisfaction surveys

Street lighting

Total investment per street light

Percentage of streetlamps restored to working condition within target time

Average time to restore lamps to working order

Street lighting customer satisfaction survey

Housing and Building maintenance

Percentage of all housing repairs completed within government time limits

Overall percentage of customer satisfaction

Catering

Primary schools free meal uptake

Special schools free meal uptake

Secondary schools free meal uptake

Total cost per lunchtime meal - primary and special schools

Customer perception and satisfaction

Leisure

Subsidy per visit

Usage per opening hour

Health & fitness usage percentage

Customer satisfaction surveys

Next steps

Create the data collection module

Publicise and promote the new service offering

Create marketing and publicity information offering the service to relevant members

Other APSE support

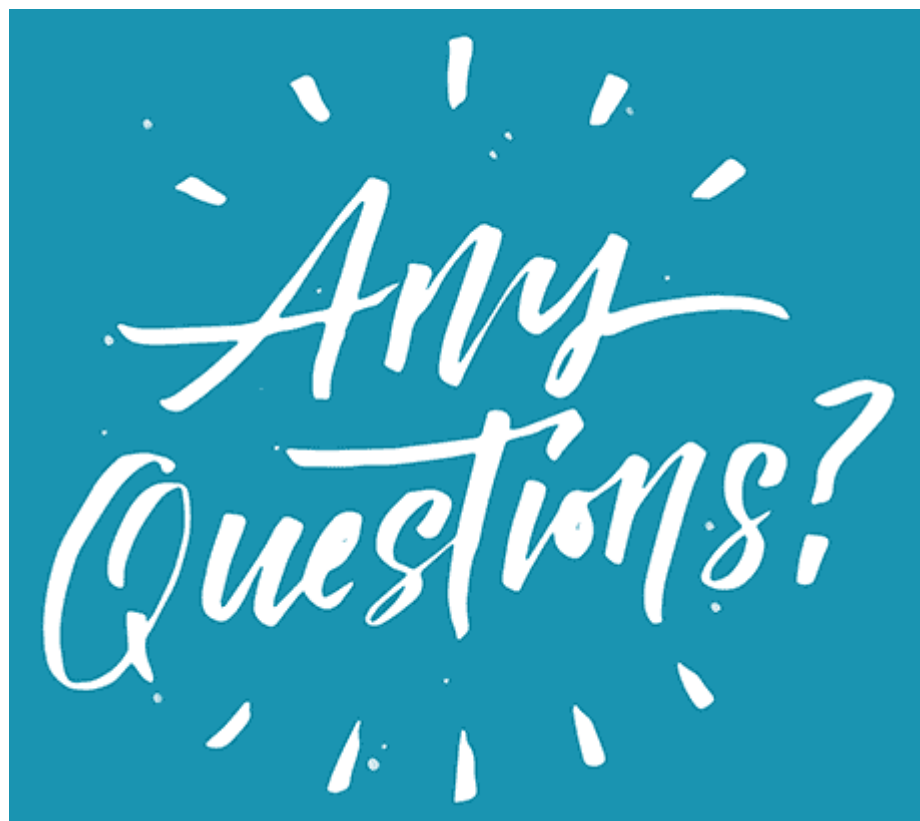Can access further in-depth consultancy work and/or training.

apse solutions

A diagnostic approach to service re-design to support your council's reorganisation journey

APSE

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