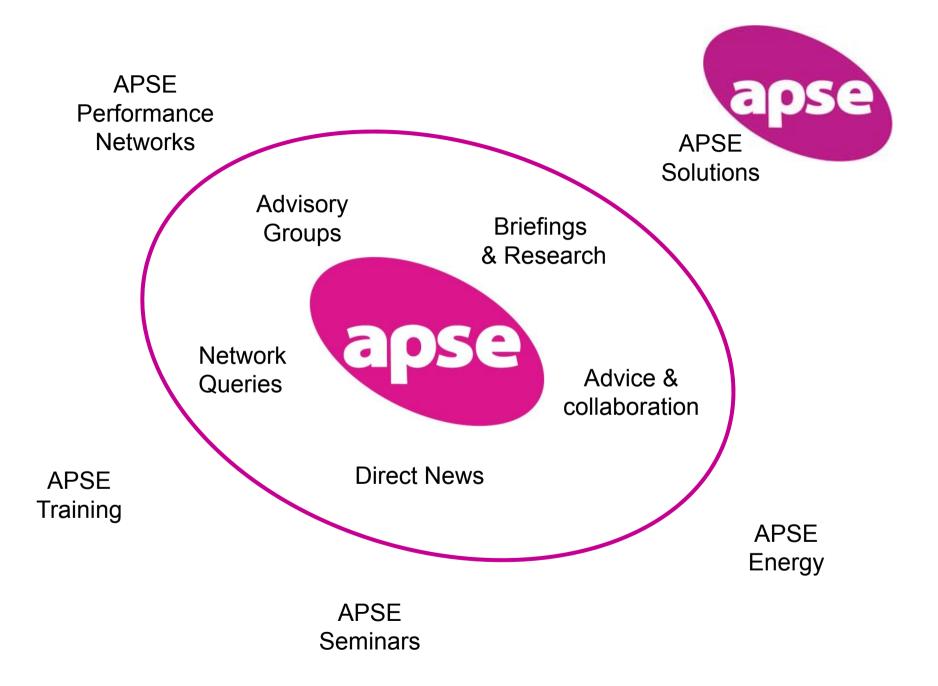
Performance networks surgery



Thursday 16 June 2016

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Performance networks



- The largest public sector benchmarking service in the UK
- 180 UK local authorities registered
- 18th year of data collection
- 14 service areas
- Developed and reviewed by practitioners
- Range of cost, quality, productivity and outcome measures
- Like-for-like comparisons through profiling
- Independently validated
- Flexibility in comparisons
- Special developments and new services
- Partnership working Waste Dataflow

Understanding the reports



Published performance data

- PI Standings reports
- Family Group performance reports
 - **Performance Indicators**

Data tables to support Performance Reports

Family Group Profile data

- Summary reports
- Direction of travel reports
- Performance at a glance report

How have you used Performance Information?



 \rightarrow To set Corporate Strategy?

- \rightarrow To identify improvements needed?
- \rightarrow Justify spend?
- \rightarrow Maintain performance?

SWOT analysis



Think about your own context:

What are the **S**trengths in the Performance Data you keep and monitor?

In what way could it be better? What are the **W**eaknesses?

What are the **O**pportunities you have to make improvements?

What **T**hreatens this opportunity?

Follow-up and Feedback



1) How can we support each other in ensuring effective performance management?

2) How can APSE support you?

3) What will you take away from today?

Using performance data



Good performance information supports the decisions that lead to good directions, instructions and targets:

- Helping to set a clear baseline on which competitiveness, efficiency and value for money can be measured in a systematic manner.
- Identifying the impact of service changes and interventions for your own local authorities and for others.
- Assessing the quality, cost and competitiveness of the services that councils provide on a regular basis.
- Helping to report data in meaningful ways to both elected members and the public.
- Identifying direction of travel and pace of change with regard to service delivery.
- Identifying inefficiencies such as poor productivity and high cost.
- Supporting service improvement through process benchmarking and sharing best practice examples.



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