

# **Performance networks surgery**



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Lorna Box, Principal Advisor South/South West

Debbie Johns, Head of Performance Networks

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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

[www.apse.org.uk](http://www.apse.org.uk)

# 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](#)

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# How have you used Performance Information?



- To set Corporate Strategy?
- To identify improvements needed?
- Justify spend?
- 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.





## Contact details

**Debbie Johns, Head of Performance Networks**

**Email: [djohns@apse.org.uk](mailto:djohns@apse.org.uk)**

**Mobile: 07834 334193**

**Association for Public Service Excellence**

2nd floor Washbrook House, Lancastrian Office Centre, Talbot Road,  
Old Trafford, Manchester M32 0FP.

**telephone: 0161 772 1810**

**fax: 0161 772 1811**

**web: [www.apse.org.uk](http://www.apse.org.uk)**



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