Performance Networks Leisure and Cultural Services

Introduction

Sue Finnigan - APSE Associate

25 years in local authority management of leisure and cultural services

7 years as an APSE Associate and trainer

7 years as a consultant and interim manager

Performance Networks Leisure and Cultural Services

Part 12 of Local Government Bill

' a council must make arrangements to secure continuous improvement in the exercise of it's functions with regard to:-

Strategic effectiveness   Sustainability

Service Quality   Efficiency

Service availability   Innovation

Fairness

Performance Networks Leisure and Cultural Services

What is Performance Networks?

- The largest public sector benchmarking service in the UK

- Nearly 200 local authorities involved

- Set up in 1998 – 16 years of data

- 14 service areas

- Developed by practitioners

- Facility types and family groups

- Like-for-like comparisons

- Training and support

- Benchmarking meetings

- Awards and accreditation scheme

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What can it be used for?

- Service Improvement
- Linking up data with service delivery plans
- Identifying priorities for investment
- Identifying areas of under performance
- Customer satisfaction trends
- Comparisons with other local authorities
- Business Trend analysis
- Benchmarking

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What can PN provide?

- Performance data – over 30 indicators

- Comparison with family groups

- Bespoke reports

- Benchmarking opportunities

- Analysis of the management of the service e.g. HR, H & S, Quality Management systems etc.

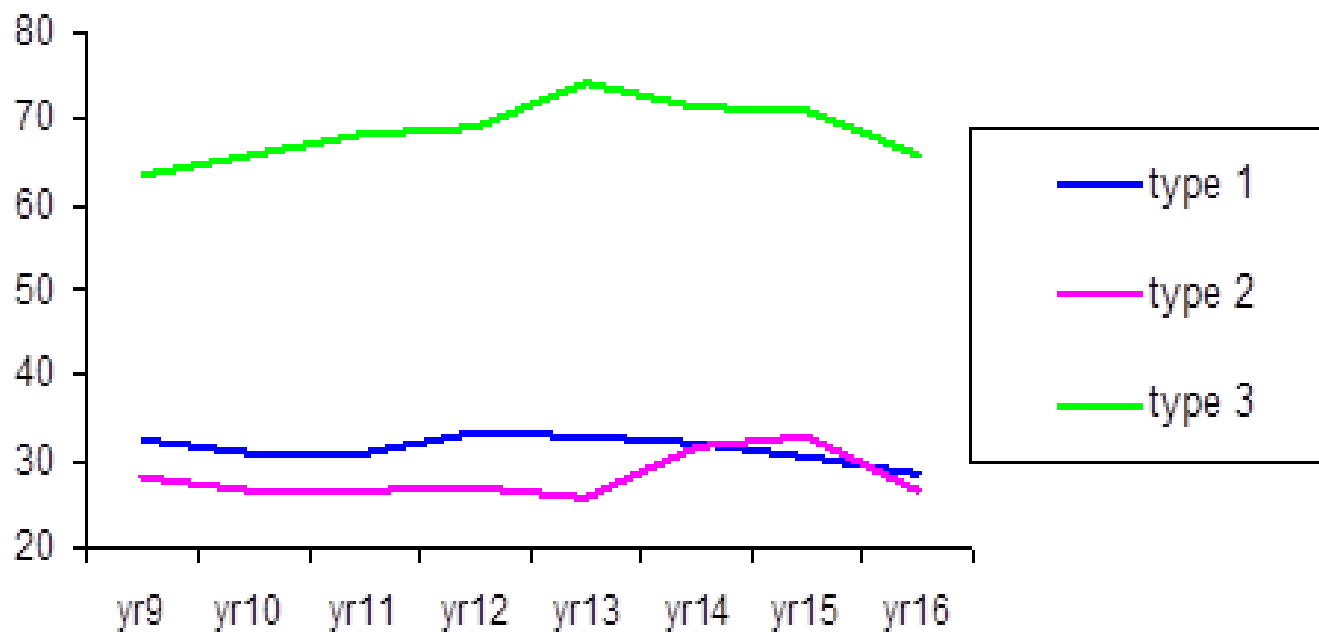# Performance Networks Leisure and Cultural Services

What is important to you?

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Main Issues

- Staffing levels

- Opening Hours

- Usage

- Income and Expenditure
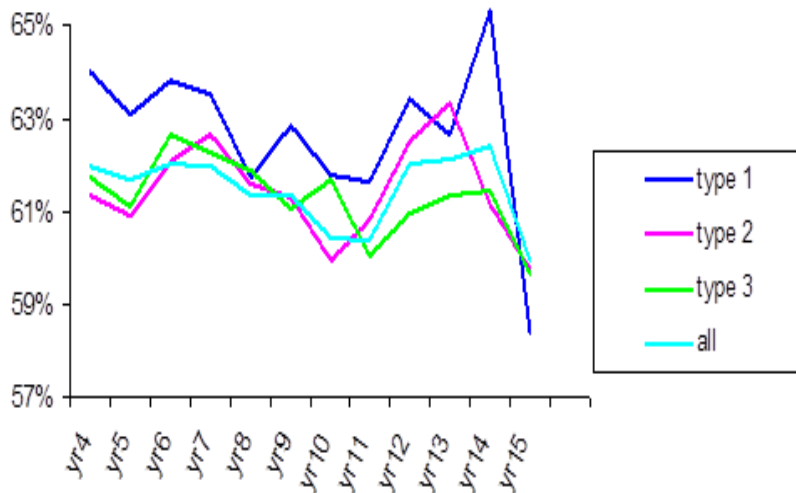
- Energy

- Customer Satisfaction
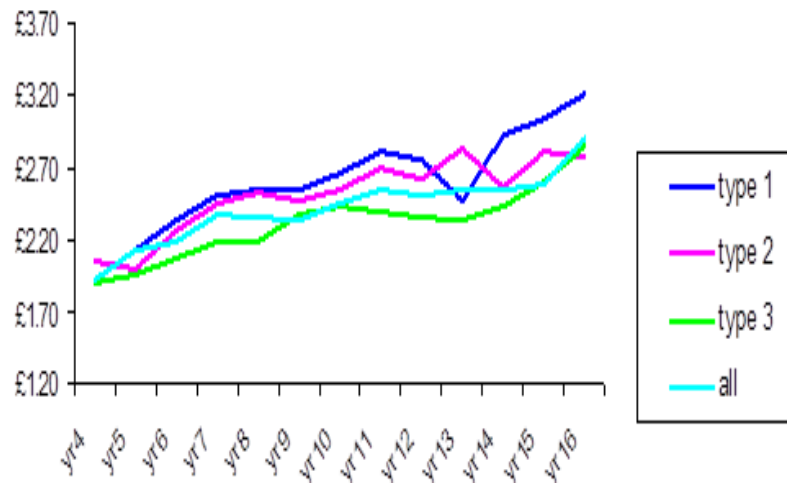
Average usage per opening hour PI 31
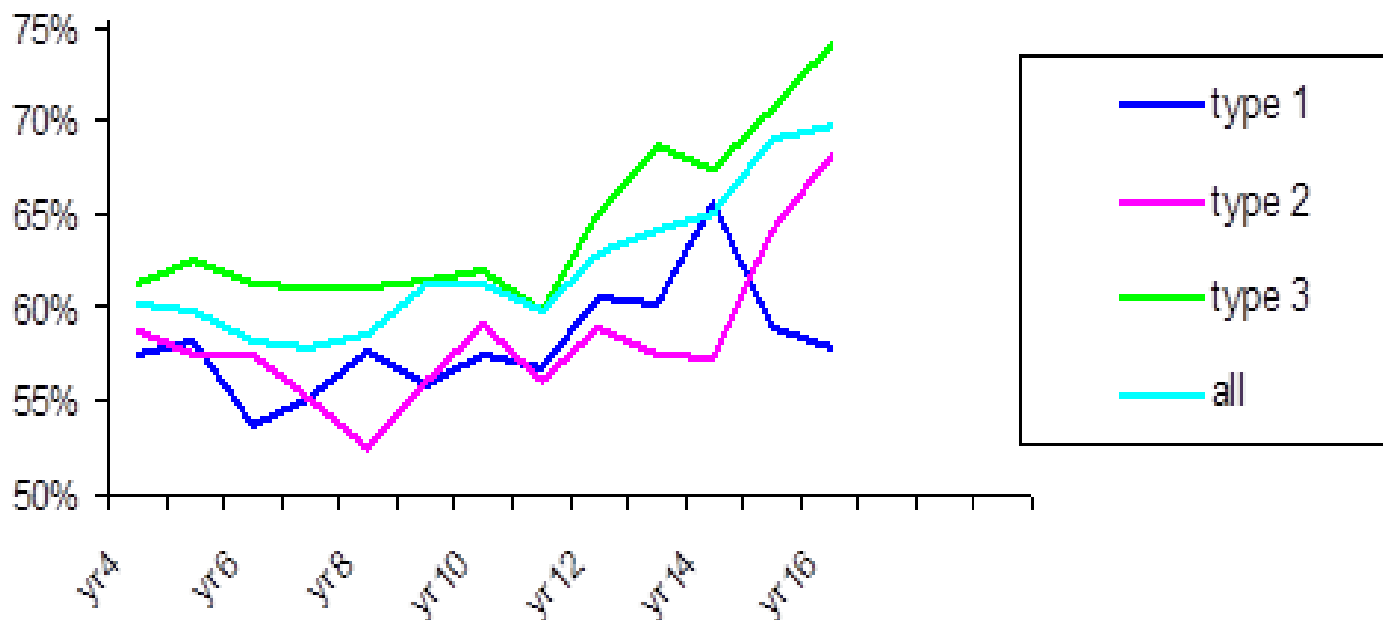
Workshop sponsored by

Staffing as a percentage of total expenditure PI09

Staff costs per user PI07

Workshop sponsored by

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Operational Recovery PI 03

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Leisure Futures Project

- Assessed performance of current service using PN data – leisure centres, joint use centres.

- Benchmarked the performance against similar sites

- Identified key areas for improvement and investment

Results – Increased investment in infrastructure

Revenue savings of £300,000 per year

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In house business case – NI

- Worked with staff and unions to review potential to reduce leisure budget by £2,000,000.

- Used PN data and benchmarking to identify key areas of improvement.

- Opening hours, staffing levels, usage levels, sickness levels, secondary spend. Income potential and savings.

Results – identified ways of saving money and improving service delivery

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Single Centre Service Improvements

- Trained staff on use of PN

- Workshops to identify areas of improvement using family group benchmarking

- Identified Secondary Spend and staff hours as areas for improvement

Results – Identified additional income potential of £90,000 per annum

Performance Networks
Leisure and Cultural Services
OVER TO YOU

1.Are there any reasons why you think Performance Networks won't work?

2.What other issues do you think we should address through Performance Networks and /or improvement group meetings?

Performance Networks
Leisure and Cultural Services

Are you interested in Performance Networks?