

Benchmark your  
corporate services with  
APSE performance  
networks

 **performance networks**

## What is APSE performance networks?

APSE performance networks is the largest voluntary public sector benchmarking service across England, Scotland, Wales and Northern Ireland. Used by over 200 local authorities it leads the way in local government benchmarking. The size of our membership gives added benefits to members by being able to offer a wide variety of comparator groups. APSE currently benchmarks 15 front line service areas including building maintenance, street cleansing, environmental health and leisure centres. Its core strength is in practitioner involvement in developing and reviewing the performance indicators through a series of working groups.

## About the project

If your local authority is a member of APSE performance networks under the 'all services' fee you can participate for this new service area at no extra cost.

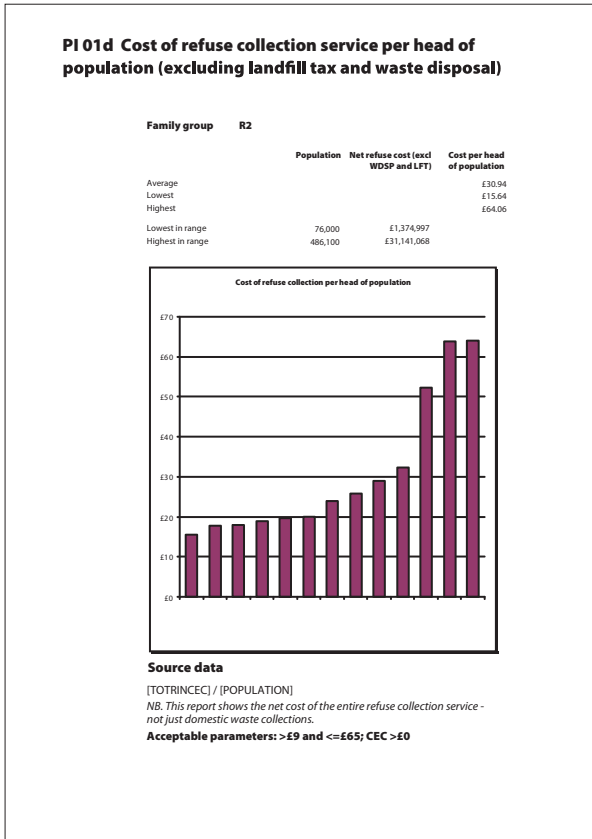
Performance indicators include:

- Organisational development / human resources (OD / HR)
- Information and digital technology (IDT)
- Registration services
- Legal services
- Training / learning
- Democratic services
- Complaints
- Finance and financial services
- Overall customer satisfaction
- Cost of services
- Equality and diversity
- Employee wellbeing
- Governance

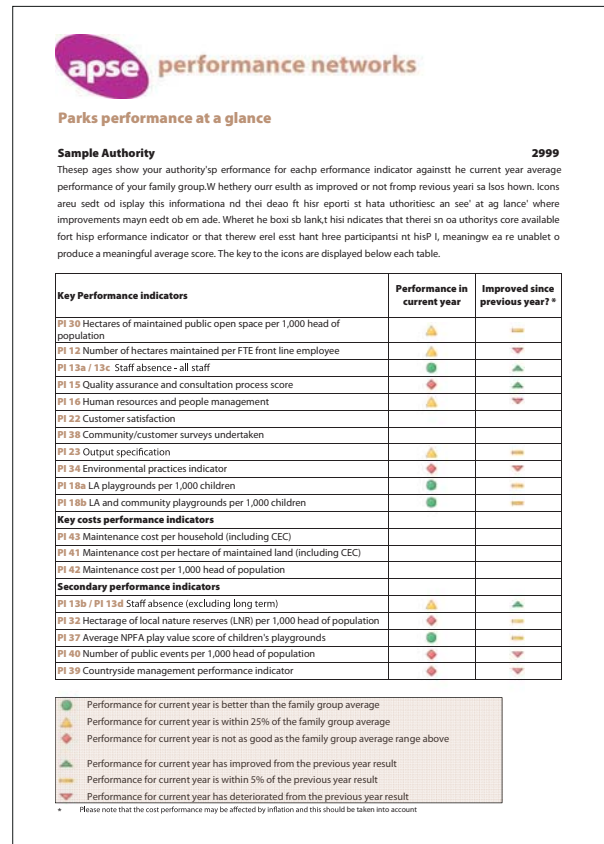
---

Register your service now by completing the registration form overleaf

# Report examples



Example Performance Report



Example Performance at a glance report

### apse performance networks

#### Building cleaning performance indicator standings: Family group report

**Name of authority** Sample Authority  
**PIN** 5999  
**Family group** C1/2

Performance indicator	Number in group	Highest in group	Average for group	Lowest in group	Year outputs score	Standing in group	Top quartile mark	Quartile achieved	Ten percentile mark	High/Low/Neutral
<b>Key performance indicators</b>										
PI 01 - Cost per square metre for all areas cleaned (including CEC)	10	£22.23	£14.74	£8.60	<b>£15.34</b>	<b>6</b>	£11.34	<b>3</b>	£10.83	L
PI 02 - Cost per square metre for all areas cleaned (excluding CEC)	10	£22.37	£15.54	£9.12	<b>£16.88</b>	<b>7</b>	£11.59	<b>3</b>	£11.00	L
PI 09 - Ratio of square metres to annual scheduled hours (large offices)	7	1.27	1.05	0.84	<b>1.19</b>	<b>3</b>	-	-	1.25	H
PI 12 - Ratio of square metres to annual scheduled hours (small offices)	8	1.00	0.60	0.29	-	-	0.73	-	0.81	H
PI 13 - Ratio of square metres to annual scheduled hours (all offices)	11	1.79	1.08	0.66	<b>1.22</b>	<b>3</b>	1.22	<b>1</b>	1.25	H
PI 10 - Ratio of square metres to annual scheduled hours (libraries)	10	1.77	1.06	0.47	<b>1.25</b>	<b>4</b>	1.42	<b>2</b>	1.73	H
PI 11 - Ratio of square metres to annual scheduled hours (secondary schools)	8	1.47	1.02	0.79	<b>0.79</b>	<b>8</b>	1.37	<b>4</b>	1.40	H
PI 23 - Ratio of square metres to annual scheduled hours (primary schools)	9	1.29	0.93	0.66	<b>0.66</b>	<b>9</b>	0.98	<b>4</b>	1.22	H
PI 26 - Ratio of square metres to annual scheduled hours (special schools)	6	1.31	0.85	0.37	<b>0.74</b>	<b>5</b>	-	-	1.16	H
PI 16 - Total square metres (excluding outdoor areas) cleaned per FTE employee	11	2,071	1,625	1,450	<b>1,554</b>	<b>7</b>	1,710	<b>3</b>	1,740	H
PI 20a - Percentage staff absence (front line staff)	6	10.06%	5.53%	3.54%	<b>5.12%</b>	<b>5</b>	-	-	4.07%	L
PI 20c - FTE Staff absence days per FTE (front line staff) - Scotland	3	14.09	11.15	8.12	-	-	-	-	8.74	L
PI 24a - Percentage staff absence (all employees)	7	10.33%	4.67%	0.00%	<b>5.00%</b>	<b>6</b>	-	-	2.04%	L
PI 24c - Staff absence days per FTE (all employees) - Scotland	3	13.87	11.06	8.13	-	-	-	-	8.74	L
PI 22 - Customer satisfaction surveys	-	-	-	-	-	-	-	-	-	H
PI 14 - Quality assurance and consultation process	11	162	102.36	26	<b>135</b>	<b>3</b>	135	<b>1</b>	146	H
<b>Other cost performance indicators</b>										
PI 03 - Cost per FTE front line employee	11	£22,936	£19,266	£15,985	<b>£21,567</b>	<b>10</b>	£18,221	<b>4</b>	£16,865	L
PI 17 - Front line staff cost per square metre cleaned (excluding outdoor areas)	9	£14.09	£12.32	£10.47	<b>£13.65</b>	<b>7</b>	£11.06	<b>3</b>	£10.91	L
PI 27 - Cost per scheduled input hour (excluding CEC)	5	£14.46	£12.61	£10.38	<b>£11.61</b>	<b>2</b>	-	-	£10.87	L
PI 06 - Cleaning materials cost as a percentage of total cost	9	4.77%	2.38%	1.22%	<b>3.05%</b>	-	-	-	-	N
PI 07 - Cleaning equipment cost as a percentage of total cost	11	2.59%	1.10%	0.13%	<b>0.42%</b>	-	-	-	-	N
PI 29 - Materials and equipment cost as a percentage of total cost	9	7.36%	3.61%	1.36%	<b>3.46%</b>	-	-	-	-	N
PI 32 - Charge per housing void cleaned	2	£106.74	£97.85	£88.97	<b>£88.97</b>	<b>1</b>	-	-	£90.75	L

**Notes:**  
a. The authority will only be ranked in family group if it has shown an output / score within the set parameters for the performance indicator.  
b. Quartile / percentile marks are only shown for those performance indicators for which there is a desirable achievement.  
c. Quartile marks are only shown for those performance indicators for which there are a minimum of 8 outputs / scores within the set parameters.

Example Performance Indicator Standings Report



## I would like to be involved in the APSE Performance Networks benchmarking for corporate services

Name \_\_\_\_\_

Position \_\_\_\_\_

Authority \_\_\_\_\_

Address \_\_\_\_\_

Email \_\_\_\_\_

Telephone \_\_\_\_\_

Please return this form to performance networks at [performance.networks@apse.org.uk](mailto:performance.networks@apse.org.uk) or call APSE on 0161 772 1810 for more information

For the purposes of GDPR your details will be added to our database. Please confirm your agreement. Your details will be used as per APSE's GDPR policy, for more information please visit the APSE website.

We will store your contact details until such time as you notify APSE that you wish to be removed from our database.

Please confirm your consent to APSE storing your contact details. If you do not consent we will not be able to add you to our systems to ensure you receive APSE services such as our briefings service, network queries, research and other information.

I agree

### **Association for Public Service Excellence**

2nd floor Washbrook House, Lancastrian Office Centre  
Talbot Road, Old Trafford  
Manchester, M32 0FP  
T: 0161 772 1810  
E: [enquiries@apse.org.uk](mailto:enquiries@apse.org.uk)  
W: [www.apse.org.uk](http://www.apse.org.uk)