

network news

Year 12 data collection

Reduced data template for refuse collection!

The year 12 data template for refuse collection has been reduced dramatically as a result of an agreement with Waste DataFlow that APSE can directly access data on waste from their system, rather than asking local authorities to complete this on an individual basis. This has meant that the ‘tonnage’ section on the data template has been removed completely. This will reduce the time input for local authorities completing their APSE returns for refuse collection this year.

Direction of travel reports

The direction of travel reports are available to view on the members only portal. These personalised reports cover all services and show the last 5 years results across selected performance indicators against the overall average for each service. If you would prefer a printed copy of the service wide report, please contact Emma Nolan or Cheryl Walker at the APSE office on 0161 772 1810. The main authority contact for performance networks will be sent a copy of the full authority wide report shortly.

Process benchmarking meetings



The need for services to demonstrate their competitiveness and value for money has never been greater than in the current economic climate. The data and

evidence from the last 12 years is going to be crucial to member authorities as a means of identifying methods and approaches to delivering quality services with reduced resources. A key component of identifying efficiencies or areas for improvement is taking benchmarking to the next level and working with your peers to look at the key

processes involved in delivering front line services.

To share the different approaches taken by councils, APSE have launched a series of process benchmarking groups. Active process benchmarking groups have been established in Scotland covering building maintenance, parks and open spaces, refuse collection and roads services and in England and Wales these have initially been developed for building maintenance, refuse collection, street cleansing, parks and transport, although it is intended to expand the work across other services. These involve facilitated meetings for members and involve sharing resources and building up a knowledge base to support individual service areas. The performance networks web portal is also used by the group as a hub to share documents and policies.

Key areas of work include:

- ◆ Building maintenance - customer satisfaction, voids, responsive repairs and gas safety checks
- ◆ Parks – developing a quality standard for parks, service specifications and local distinctiveness/design issues
- ◆ Refuse collection – food waste, productivity and operational issues
- ◆ Street cleansing – NI 195 and LEAMS, recycling street sweeping arisings and mechanical v manual sweeping
- ◆ Transport – using the fleet information system

If you are interested in getting involved in these groups, please contact Cheryl Walker on 0161 772 1810 and for the Scottish process benchmarking groups, Andrew Spowart on 01698 454015

Year 12 data templates now available!

Performance networks is now in its 12th year of data collection and is a powerful performance tool for local government. Over the last few years, performance networks membership and participation has been growing fast and

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Year 12 data collection

It is an obvious statement to make that you will only get the most out of performance networks if you take part in it.

I am pleased to inform you that the year 12 data templates are now available to download from the members only portal on the apse website www.apse.org.uk. If you do not have your login details for the members only portal, please contact Michael Egerton megerton@apse.org.uk at the APSE office who will be able to supply these.

Next deadline 16th July 2010

The deadline for performance networks returns is 16th July 2010. All authorities that submit their data by this date will receive a draft performance indicator standings report for the purpose of checking that their data is correct.

If you are unable to submit your data by the 16th July 2010 then don't worry, it is not too late! If this is the case then please ensure your submission is received as soon as possible but before the deadlines listed below. The sooner we receive your submission the more time we have to check it for any errors and query these with you.

Please note: if you send in your data after 16th July 2010 then we will be unable to send you a draft performance indicator standings report.

Building cleaning	1st Oct 2010
Building maintenance	8th Oct 2010
Civic, cultural and community venues	24th Sept 2010
Culture, leisure and sport	21st Oct 2010
Education catering	27th Sept 2010
Highways and winter maintenance	15th Oct 2010
Other (civic and commercial) catering	28th Oct 2010
Parks, open spaces and horticultural services	11th Oct 2010
Refuse collection	4th Oct 2010
Sports and leisure facility management	22nd Oct 2010
Street cleansing	6th Oct 2010
Street lighting	18th Oct 2010
Transport	25th Oct 2010
Welfare catering	29th Sept 2010

What help can I get?

Filling in the templates may seem daunting for those new to performance networks or for those who are not familiar with the templates. But don't worry, there is help available:

- ◆ Peer support program
- ◆ Data completion sessions

- ◆ On site visits from APSE principal advisors
- ◆ Telephone support from the performance networks team.

You can direct any queries to Emma Nolan or Cheryl Walker on 0161 772 1810.

Data validation training

APSE performance networks are offering its members the chance to become involved in data validation, peer support and peer checking processes. This includes a variety of opportunities to get involved in group checking, on-site audits or off-site support. The coaching training will teach you transferable skills, which can be used beyond APSE performance networks, such as in your own workplace. The sessions will be highly interactive and you will be given a full training pack during the course of the day. In addition, you will receive the following APSE Certificates:

- ◆ APSE Approved Validator
- ◆ APSE Approved Mentor and Coach.

The training is set to take place on 15 June 2010 in Manchester and is free of charge. If you would like to be involved or would like some further information, please contact Emma Nolan or Cheryl Walker on 0161 772 1810.

Extra analysis

APSE performance networks now has 11 years of data across a number of service areas. As well as the standard performance and summary reports etc. which have been issued, we are also able to produce any bespoke information, including the following, on request:

- ◆ Data tables – showing the raw data from participating authorities for a group of your choice
- ◆ Performance reports by other groups – geographical, type of council or choose your own group!
- ◆ Year-on-year trend analysis
- ◆ Backdating old data

Any other analysis that you may require can be requested to Emma Nolan or Cheryl Walker on 0161 772 1810.

