

network news

Year 10 data collection

Second batch data submissions

APSE is currently processing the second batch reports received from authorities (deadline: 31 December 2008) who were unable to meet the initial autumn deadlines. This is part of the standard performance networks service and members who submit data by this deadline will receive a complete set of performance networks data outputs, at no additional cost.

It's not too late to submit data for performance networks, however. APSE can still process performance networks data submissions at any time during the year for a nominal administration charge of £82 + VAT per service area (charge is per facility/venue in the case of civic, cultural and community venues; other (civic and commercial catering) and sports and leisure facility management). Please contact Emma Nolan or Cheryl Walker at the APSE office for further information.

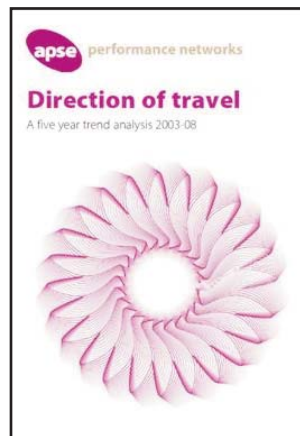
Summary reports

Performance networks produces a service area summary report for every member - regardless of participation, as part of its standard service. The summary reports (due to reach members by the end of March) contain an overview of the ranges produced for the performance indicators by each family group, across each service area. This includes the highest score, lowest score and average score for each family group, together with the number of participants and enables the range of performance across each of the family groups to be assessed and compared.

All active performance networks participants who have submitted data throughout the year will automatically receive an updated performance indicator standings report for each service area/facility/venue.

Direction of travel reports

The direction of travel reports provide an overview of your local authority's performance over the last five years for all of the benchmarking services that your authority is registered for. The report covers a small number of high priority performance indicators for each service area.



Each performance indicator shows your local authority's performance as a bar chart for each year that your authority has submitted data to APSE, compared against the average for the service, depicted as a line on the graph. Please note you can still enter data for previous years at any time to ensure you have a complete trend analysis for each indicator.

The reports containing the first batch data for 2007/08 are available to view on the members only portal on the apse website www.apse.org.uk. The final data for 2007/08, which will contain all second batch submissions, will be available on the website during February/March. We will be sending out a hard copy of the final direction of travel reports for 2007/08 to all corporate contacts during March/April 2009.

If you are unable to view the reports online and would prefer an emailable version, please contact Emma Nolan or Cheryl Walker at the APSE office.

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Other data available

As well as the direction of travel reports, summary reports and standard performance reports there are all sorts of other data available to you as part of your membership. Attached is an additional report which shows the averages for common performance indicators across all services. These are shown for the following:

- ◆ Staff absence
- ◆ Human resources and people management
- ◆ Quality assurance and consultation process
- ◆ Customer satisfaction surveys

As well as these averages we also have the following available to you as part of your membership, these include:

- ◆ Data tables (full data outputs)
- ◆ Customised performance reports (select another grouping)
- ◆ Performance indicator standings reports
- ◆ Neighbourhood management report
- ◆ Asset management report
- ◆ Soft FM report

If you would like any of the above, or have a request for other types of data, please speak to Emma Nolan or Cheryl Walker at the APSE office.

Dates for your diaries

The next round of working groups are approaching.

The working groups that meet at the beginning of the



year are important as these groups are where all the final decisions are made about the Year 11 (2008/09)

performance indicators and what should be collected.

The dates for these groups are as follows:

Building cleaning - 6 March
Building maintenance - 17 March
Civic, cultural and community venues - 19 January
Culture, leisure and sport - 19 January
Education catering - 13 March
Highways and winter maintenance - 16 January
Other (civic and commercial catering) - 13 March
Parks - 4 February
Refuse collection - 5 March
Sports and leisure - 19 January
Street cleansing - 5 March
Street lighting - 16 January
Transport - 11 February
Welfare catering - 13 March

If you cannot make these groups, or the meeting has already taken place, and you have some comments to make about the performance indicators; you can contact Emma Nolan or Cheryl Walker at the APSE office who will make sure that these comments are taken into consideration.

Year 11 data collection

The data collection period for 2008-09 data is due to start in April. APSE will let all members know when data templates are available on the members portal and copies will also be sent out to all contacts via the post. In order to make sure that you receive these email notifications we need to have up to date contact details. If you need to make any amends to contact details, or find out which contacts we have on our database for your authority/service area, please do so as soon as possible by contacting the performance networks team. That way we can ensure that you have the longest time possible to complete your submissions for 2008-09.

Contact details

To speak to the performance networks team, please telephone 0161 772 1810 and ask for Emma Nolan or Cheryl Walker. Alternatively you can email the team at enquiries@apse.org.uk