

# network news

## Performance networks seminar feedback special edition

### Getting better all the time!

The Performance Networks Seminar held in Blackpool on 14/15 December 2006; saw some 400 delegates, sponsors and guests involved in a two day intensive working event which focussed on strategic issues impacting on the development of performance management regimes across the UK. Delegates contributed through workshops and forums to the development of the Performance Networks model and listened to a range of speakers and experts from across the local government community.

A date for your diaries: the annual Performance Networks seminar in 2007 will take place on 6/7 December at the Hilton Hotel, Blackpool.

### Action plans

The working seminar this year saw the development of a series of service specific action plans, for the forthcoming year (2006/07). The action plans were compiled by delegates with the assistance of the workshop facilitators. The action plans were the agreed outcome of extensive discussion on the needs and proposed future direction of each service area. The individual action plans were made available to delegates on day two of the seminar and were then finalised and emailed out to Performance Networks members, prior to the Christmas break.

Key areas of focus within the action plans were:

- ♦ Increasing membership/participation
- ♦ Partnerships
- ♦ Membership benefits - new services, research, website
- ♦ Performance indicators or new data collection - outcomes, thematic integration
- ♦ Validation.

APSE will commence taking the action plans forward during the next series of advisory groups in February/March. To request an electronic copy of an action plan, please contact Emma Nolan at the APSE office.

### Awards

APSE announced the recipients of 21 awards recognising best and most improved performance across 11 service areas; at the annual Performance Networks dinner and awards ceremony hosted by Julie Peasgood at the Hilton Hotel, Blackpool on 14 December 2006. The awards recognised those delivering front line services in local government who have improved public services both on quality and value for money. Awards are only given following a rigorous assessment and review process of the local authority's performance information.

This assessment takes in to account performance across selected Performance Networks performance indicators, but also considers aspects such as previous CPA scores and Audit Commission/Scotland/Wales reports to give a more rounded view of best performance or how performance has improved, over the past few years.

For further information on the service specific methodologies used to determine best/most improved performance, please contact Cheryl Walker at the APSE office. To view a complete list of award winners, please visit the APSE website at [www.apse.org.uk](http://www.apse.org.uk).

### Second batch data submissions

APSE is currently processing the second batch reports received from authorities (deadline: 31 December 2006) 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.

# network news

## Performance networks seminar feedback special edition

It's not too late to submit data for Performance Networks, however. APSE can process Performance Networks data submissions at any time during the year for a nominal administration charge of £75 + VAT per service area (charge is per facility/venue in the case of Civic, Cultural & Community Venues; Other (Civic & Commercial Catering) and Sports & Leisure Facility Management). Please contact 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.

Please note: all active Performance Networks participants who have submitted data throughout the year, will automatically receive an updated PI Standings Report for each service area/facility/venue. Please contact Alex Kent if you would like further information on the Summary Reports.

### Timetable changes

This year, APSE plans to amend the annual Performance Networks timetable to allow a greater focus on the data validation process and the best/most improved performer assessment and review process which feed in to the awards. This additional time requirement will be balanced by Performance Networks adopting a new approach; in terms of the production and distribution of the data guidance manuals and the data templates. Performance Networks intends to commence this year with the production of a CD service area pack, accompanied by a hard copy of the Reference Manual. This will be supplemented by the data guidance manuals and data templates being made available at a much earlier date on the Performance Networks secure members only web portal; following the next series of advisory groups in February/March. We hope that this will allow much easier access

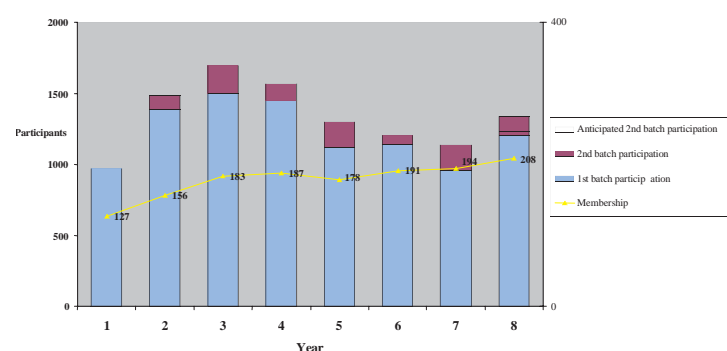
for members and enable Performance Networks to save time during the manual production period. This also mirrors APSE's environmental policies under ISO14001.

Further details will be made available to members in due course. If you have any comments or questions on the above, please contact Alex Kent at the APSE office.

### Membership and participation update

Performance Networks membership has reached an all-time high with a total of 210 authority members and 134 authorities signed up for the all services option. This means that Performance Networks membership has now reached 45% of local authorities in the UK. Participation has also increased significantly in Performance Networks this year with over 1200 data submissions across all services; the highest first and second batch participation levels for 4 years.

### Performance Networks membership and participation overview



More information will be made available to members in due course. In the meantime, please contact Alex Kent or Cheryl Walker at the APSE office with any questions or queries.

### Alex Kent

Performance Networks Manager  
0161 772 1810