

STOP PRESS

New Performance Networks Member's Secure Web Portal!

As part of the ongoing improvements in services to Performance Networks (PN) members, plans have been finalised for a new Performance Networks member's only portal on the APSE website. The secure section will contain the complete series of APSE Performance Networks Manuals; Data Templates and Customer Satisfaction Survey (CSS) Forms for members to download for the current benchmarking year.

Members will still receive manuals and disks containing the data templates by post, but this new and exciting development is the first stage in ensuring that PN information is more accessible and interactive for local Authorities. Access will be restricted to Performance Networks members only, via a secure PIN code. To access the Performance Networks secure members only section, please go to the homepage of the APSE website (www.apse.org.uk) and click on Performance Networks.

Members will also be able to upload their completed data submissions into a secure area on the web portal. This data will be directly imported into the relevant PN database (held by IQ Software Systems - PN's IT partner). This development should be available at a later stage in the timetable (further information will be available to members in due course).

PN members will be notified shortly when the new web portal is fully on line. For further information on the web portal contact Alex Snowden at the APSE office.

Joint Event: APSE and North West Centre of Excellence

APSE and the North West Centre of Excellence are holding a joint seminar on *'Demonstrating Efficiency and Improvement'* at De Vere Whites Hotel, Reebok Stadium, Bolton on 28th April 2006. Key note speakers include:-

- ♦ **Sue Reid, Head of Modernisation and Efficiency Division, ODPM.** *Measuring the Benefits: Cashable and Non-Cashable Savings*
- ♦ **Mark Sanders, Chief Executive, Bury MBC** *The Shared Services Agenda*
- ♦ **Colin Cram, Director, North West Centre of Excellence** *Collaboration with the NWCE*
- ♦ **Mark Bramah, Assistant Chief Executive, APSE** *Using Performance Management to Generate Improvement and Efficiencies*

This seminar will address how performance measurement and sharing best practice can demonstrate efficiency and improvement. The event aims to address both the strategic issues, provide tools and techniques for improvement.

Please contact Keisha Adair at the APSE offices for information.



Network News

Association for Public Service Excellence (APSE) Performance Networks

Performance Networks Recognised by the Audit Commission

APSE Approved for CPA!

APSE Performance Networks has been independently reviewed against the Audit Commission's 'Standards for Better Quality Data' and 'Standards to be met in collecting PI's'. This included an assessment of the consistency, reliability and comparability required by the Audit Commission. The review found that,

"the proposed APSE methodology meets all the Audit Commission criteria".

APSE Performance Networks is now quoted as a recognised source within the Audit Commissions guidance.

'CPA Culture Block - Sports and Leisure Indicators'.

APSE has been working with the Audit Commission, the DCMS and Sport England over the sports facility indicators, which are being introduced for CPA during 2006 and 2007 'and will be supplying data for the 7 equity and value for money indicators.

As a result, local authorities are now able to submit their CPA Sports Facility Indicators directly to the Audit Commission using Performance Networks' Sports & Leisure Facility Management model.

Please contact Alex Snowden, Performance Networks Manager or Cheryl Walker, Performance Networks Officer at the APSE offices for further information.

Customer Satisfaction Surveys

Customer Perception is the most important quality Performance Indicator to any service, whether dealing with internal stakeholders or public users. Recent Government announcements have highlighted the importance of consultation.

However, the biggest difficulty is analysing it in the context of the marketplace. A calculated Customer Satisfaction score of 79% might sound quite high on the face of it - but only if this is derived from a common survey with similarly structured questions and drawn from comparable sample groups can it be truly meaningful.

APSE Performance Networks have developed a suite of Customer Satisfaction Surveys for most service areas.

The benefits of doing your Customer Satisfaction Survey with APSE Performance Networks are:

- ♦ **Processed, analysed & reported free of charge**
- ♦ **Compare your performance with other Authorities**
- ♦ **Comprehensive guidance**
- ♦ **Importance and performance questions**
- ♦ **Add your own questions**
- ♦ **Will be emailed to service contacts**
- ♦ **Optional managed consultation projects.**

Please contact Alex Snowden or Cheryl Walker at the APSE offices for further information.

Validator Training Dates 2006

Performance Networks is looking for a collection of committed participants to help validate the data of neighbouring Authorities. The validation checks will involve data checking by peers over the phone or via email and/or a personal on-site visit to confirm best and/or most improved performance.

No prior experience is necessary as full training in both the Performance Networks process and in mentor and coaching skills will be given by Jan Mazzone, Principal Trainer at APSE's Lifelong Learning & Development.

Participants will receive a certificate confirming their training and the status of either an APSE Approved Validator or an APSE Approved Advanced Validator.

The training dates, held at the IoD Hub Manchester, are:

- ♦ **Friday 16 June 2006**
- ♦ **Friday 30 June 2006.**

Reserve your place by contacting Keisha Adair on 0161 772 1810.

Advisory Group Data Help Sessions 2006

15 May	Sports & Leisure Facility Management/Culture, Leisure & Sport
23 May	Building Maintenance & Management (Housing & Non-Housing)
12 June	Highways & Winter Maintenance/Street Lighting
13 June	Catering
14 June	Refuse Collection/Street Cleansing
15 June	Building Cleaning
26 June	Security
27 June	Parks, Open Spaces & Horticultural Services/Street Scene
28 June	Transport Operations & Vehicle Maintenance
TBC	Civic, Cultural & Community Venues

Enhancing Urban Green Space - National Audit Office Report

The National Audit Office (NAO) has published a report for the Office of the Deputy Prime Minister (March 2006) entitled "Enhancing Urban Green Space" which looks at value for money in the use of resources and initiatives designed to improve the quality and maintenance of parks, recreation grounds and open green spaces.

The report commends the use of data from APSE's Performance Networks, with regard to improving the financial management of urban green space and states that:

"Local Authorities should use the reliable data on costs to embed efficiency measures, such as those currently used in the work of the Association for Public Service Excellence and other benchmarking clubs, into their management of green space."

A full copy of the report is available at www.nao.org.uk/publications.