

STOP PRESS

Performance Networks Member's Web Portal goes live!

APSE's new secure web portal for Performance Networks members will go live on **Monday, 3 July 2006**. From that date PN members will be able to download the guidance manuals for all service areas together with the management and accounts data templates, customer satisfaction forms and updates to information. The site also contains a list of frequently asked questions and will have a forum for PN Members to exchange information and seek support and assistance in completing the data.

Members will also be able to upload completed management and accounts data templates on to the website which will then be imported directly to the main PN database held by IQ Software Systems.

To access the site, go to www.apse.org.uk and click on **Performance Networks Members Area**

Over the next couple of weeks APSE will write to all PN main contacts with details of their unique authority reference and password in order to access the site. PN members will only be able to access service information for those services which they are registered for with APSE.

Peer Support Initiative

APSE Performance Networks operates a Peer Support Initiative to assist new Authority members, or corporate/service area contacts less familiar with the data collection process; Performance Networks or benchmarking issues more generally.

New members are automatically flagged by Performance Networks at the start of each new benchmarking year. Performance Networks will then send each new member a Peer Support Request Form to complete, to determine the level of individual support required. Each Peer Support request will be assessed on an individual basis. Data Support is also available to members free of charge via the Performance Networks Data Help Line on 0161 772 1810.

For more information on the APSE Performance Networks Peer Support Initiative, please contact Cheryl Walker at the APSE office.



Network News

Association for Public Service Excellence (APSE) Performance Networks

CPA Update

APSE has been working with the Audit Commission, the DCMS and Sport England over the sports facility equity and value for money indicators, which are being launched for CPA 2007. Local Authorities are able to submit their CPA Sports Facility Indicators directly to the Audit Commission using Performance Networks' Sports & Leisure Facility Management model.

The indicators will be introduced in the PI set for service assessments for **single tier and county council** CPA. For **district councils**, these indicators can feed into the corporate assessment and inspection process. The Audit Commission would urge Councils to collect these as important outcome measures used for service improvement.

The Audit Commission will require data for these indicators by October 2007 and a finalised timetable will be agreed in coming months. The DCMS will also decide on common guidance and a common approach to surveys during June.

Register Your Interest - Additional July Validator Training Date 2006

Performance Networks is considering adding a third Data Validation training date, for members unable to make the two dates in June, as follows:

- o **Friday 16 June 2006**
(introductory training)
- o **Friday 30 June 2006**
(training for experienced/advanced Validators).

The additional date is likely to be in July and would be subject to demand. Please register your interest in an additional July date by contacting Steven Keefe on 0161 772 1810 and stating your name, service area(s) represented and availability during July.

Advisory Group Data Help Sessions 2006

APSE and IQ Software Systems will facilitate a series of Data Help Sessions as part of the Advisory Group benchmarking meetings taking place throughout May and June. These sessions will clarify general issues relating to each service area and new areas of data collection. Members will also be able to raise any individual queries relating to the data collection, information sources, definitions and/or interpretations. These sessions will be particularly useful to new Authority members, or corporate/service area contacts less familiar with the data collection process. The dates of the Data Help Sessions are detailed below, for information.

Revised Data Help Session Dates for 2006

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

Data Submission Deadlines, 2006

5 August

Deadline for the return of data:

- o Culture, Leisure & Sport
- o Highways & Winter Maintenance
- o Parks, Open Spaces & Horticultural Services
- o Security
- o Street Lighting
- o Transport Operations & Vehicle Maintenance

12 August

Deadline for the return of data:

- o Building Cleaning
- o Building Maintenance & Management (Housing & Non-Housing)
- o Catering
- o Civic, Cultural & Community Venues
- o Refuse Collection/Street Cleansing
- o Sports & Leisure Facility Management
- o Street Scene

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