

Diary Date:

Performance Networks Working Seminar

The Performance Working Seminar and Awards will be held again this year on Thursday 14 to Friday 15 December 2006 at the Hilton Hotel, North Promenade, Blackpool. We would advise you to book early for this event, as demand for places is high.

This year, Performance Networks has changed the format of the workshops to include a greater focus on interactivity within the sessions. Last year's Best Performers will be invited to facilitate a series of group discussions within the workshops on areas where they have demonstrated best practice. A series of themed sessions facilitated by key players will close the first day, prior to the annual Awards ceremony in the evening.

Members will be consulted on this process and the topics which they would like to see featured at the seminar in the September Working Groups. Further information will follow in due course.

Most Improved Performer Awards, 2006

Last year, Performance Networks launched the first Improvement Awards at the Performance Networks Working Seminar in December 2005. The Awards saw eleven authorities being recognised as Overall Best Performers in their service area.

This year Performance Networks intends to develop the format further; with the introduction of awards for the Most Improved Performer in the following service areas:

- ♦ Building Cleaning
- ♦ Building Maintenance
- ♦ Civic, Cultural & Community Venues
- ♦ Education Catering
- ♦ Highways & Winter Maintenance
- ♦ Parks, Open Spaces & Horticultural Services
- ♦ Refuse Collection
- ♦ Sports & Leisure Facility Management
- ♦ Street Cleansing
- ♦ Street Lighting

There will be an award for the Transport Operations & Vehicle Maintenance service area, although this will follow a Best Practice methodology.

Note: Performance Networks will still publish the list of the Best Performing finalists by service area, in addition to the Award for the Most Improved Performers. The Best Performing finalists will appear in the Summary Reports and all associated awards literature, as per last year.

For further information, please contact Alex Kent at the APSE office.



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Most Improved Performer Methodology Consultation

Draft methodologies were proposed at the June Working Group meetings and discussed in some detail. The working methodologies were then circulated to all nominated Service Contacts, for further input and suggestions.

The next stage in the process will be an open consultation available to all members involved in Performance Networks, via the Performance Networks Members Only Portal. This will take the form of a service specific survey, questioning members on how they think the respective methodology would work best.

Further details on the open consultation process will be made available to members via email in due course.

Late Returns

The deadlines for the return of data have now passed (5 and 12 August 2006). However, Performance Networks would still encourage members to submit data before the following dates:

22 August 2006:

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

29 August 2006:

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

Please note that data submitted before these dates will still receive a Draft PI Standings Report and this will NOT affect the rigorous data checking and validation processes which occur up until the final Performance Report production period.

Please contact the APSE Office for further information.

Validation Process Update - Data Validation Meetings

The next stage in the Validation Process is the Data Validation Meetings. The Validation Meetings involve data checking over the phone and/or via email prior to the Performance Reports being finalised.

All members who have completed a data submission should note, that you may receive a call from a member of the Validation team (or the Principal Advisor for your service area) querying your data. We would appreciate service contacts making arrangements where possible, for the person(s) who completed the data submission (or a colleague with knowledge of the submission) to be available to take a call/email query between 10.00am and 2.00pm on the days listed below:

Data

Validation	Service Area
21 Aug	Building Cleaning
22 Aug	Building Maintenance & Management (Housing & Non-Housing)
23 Aug	Catering (All)
30 Aug	Civic, Cultural & Community Venues
16 Aug	Highways & Winter Maintenance
17 Aug	Highways & Winter Maintenance
24 Aug	Refuse Collection/Street Cleansing
19 Sept	Security
20 Sept	Sports & Leisure Facility Management/Culture, Leisure & Sport
1 Sept	Street Cleansing
16 Aug	Street Lighting
31 Aug	Transport Operations & Vehicle Maintenance

Please note; we will be looking for you to confirm unusual/extreme data only at this stage and it is likely that you will not receive a call/email if your data submission is within accepted parameters.

If you would like to assist with the Data Validation Meetings, please contact Alex Kent or Cheryl Walker at the APSE office.

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Additional September Validator Training Date Confirmed

Performance Networks has confirmed a third Data Validation training date, for members unable to make the two dates in June. The next Validator Training will be on **Tuesday 26 September** at the IoD Hub, Manchester.

This focus of this training session will be different to the previous two. Items in the agenda include:

- ♦ Lessons learnt and best practise: from last year; from the Data Validation Meetings
- ♦ Validating Most Improved Performers
- ♦ Interactive group sessions (by service area)
- ♦ Service specific requirements
- ♦ Mentoring and Coaching skills
- ♦ APSE Role Play demonstration.

For further information, please contact Alex Kent or Cheryl Walker at the APSE office. To reserve your place, please contact Steven Keefe on 0161 772 1810.

New Reference Manual Launched on APSE Website

This year, Performance Networks has launched a new Reference Manual, to act as a central source of information about the Performance Networks process and methodology. The Performance Networks Reference Manual has already been emailed out to the Corporate Contacts and is available to download from the APSE Website.

Separate guidance manuals detailing how to complete the Management and Accounts Data Templates for each service area have already been despatched to each service contact. These can also be downloaded from the secure Performance Networks Members Only Portal.

Please direct any questions or queries on the Performance Networks process and methodology through to Alex Kent or Cheryl Walker at the APSE office.

Performance Networks Re-Launches Street Scene Model

As an increasing number of local authorities operate Street Scene style services; the need to develop a specific model that allows the monitoring of progress through Performance Networks becomes more important. Whereas the individual service area models within Performance Networks focus on the detail of each service; the Street Scene model attempts to bring all this together as an over-arching indication of the whole service. The current Street Scene Model provides a number of comparisons over a range of relevant quantitative and qualitative Performance Indicators.

To develop the model into a more effective method of measuring service delivery, APSE held a preliminary meeting with ENCAMS in August to explore joint working. The aim is to use data from both organisations in a triangulation of indicator types to provide a cost-based; quality and customer-focussed balance that will enable Authorities to compare with those providing Street Scene in similar ways to themselves.

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

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