

Waste Improvement Network

helping councils do more with less

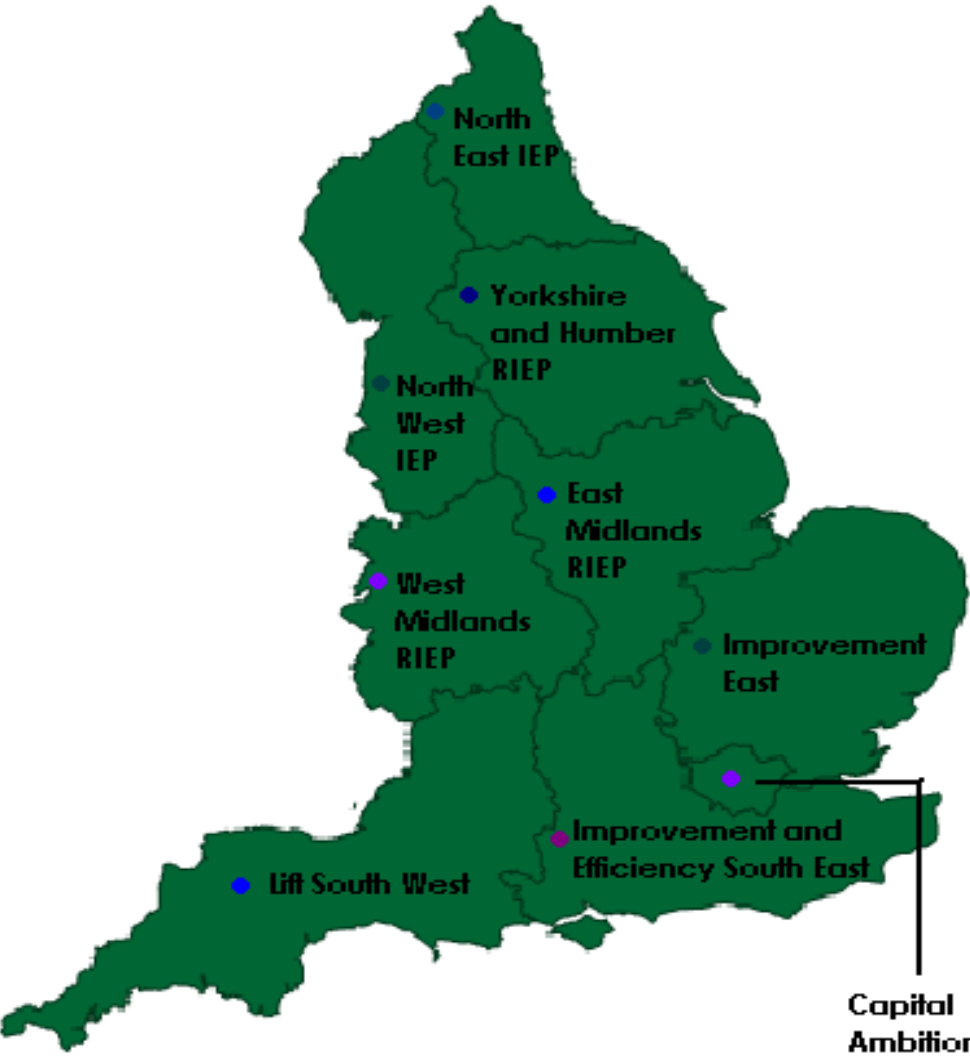
Benchmarking local authority waste management services

Alice Roberts, Programme Manager
Waste Improvement Network



Improvement and
Efficiency
South East

Regional Improvement & Efficiency Partnerships



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Improvement and Efficiency South East

National capacity building projects

- www.WIN.org.uk “start your research here”
- Search the WIN library
- WINK – bulletin
- Direct line to Government!
- Document & reports service
- Partnership forum
- Waste Services Benchmark (free accounts)
- Mentoring (council-to-council)
- ... Productivity guidance
- ... Policy checklist
- ... We promote frameworks
- ... Procurement pages
- ...
- ...

Where did the idea come from?

- Best Value Inspection
- Self-assessment in advance of inspection
- Identify areas for improvement
- LGA / IDeA Peer Review was originally funded through Defra
- The Beacons worked to establish a benchmark which could be used in the Peer Review process
- Funds were not available to keep it going
- WIN updated and digitalised

Types of benchmarking

Commonly used to establish VFM

- Benchmarking clubs
- 'Open book accounting'
- Informal discussions with neighbours

Also to compare KPIs

- Usually data driven

Process benchmarking

- Can expose much more detail...
- Dependent on quality

What's the value of a process benchmark?

- It allows us to hold a body of knowledge in one place
- The benchmark / body of knowledge can be owned by local government collectively
- It's a way to establish standards ourselves (not look to central govt)
- The body of knowledge can evolve
- Councils can see how others are marking themselves
- National bodies can identify areas where many councils need support
- ... consensus vs challenge ...

WIN's benchmarking service

- Process benchmark
- Intended solely to help councils identify areas for improvement
- NOT intended to create league tables – scores are ‘for your eyes only’
- Designed to be challenging so unlikely councils would easily score ‘excellent’

WIN reports

- WIN will, however, be able to see how councils are scoring themselves
- We will be able to tell you how other councils are scoring in any particular category
- We will be able to put you in touch with councils which have scored 'good' or 'excellent'
- ... and we have recently launched our mentoring programme.