

APSE

Frontline service specialists

Debbie Johns, Head of performance networks



What we will cover

- About APSE
- Membership Resources

Other Services

- APSE Seminars and Events
- APSE Training
- APSE Solutions
- APSE Performance Networks





About APSE

- Not for Profit Organisation
- Unincorporated Association
- Owned by our members
- Accountable through democratic structures
- Do not operate on party political lines



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Old Trafford

Manchester

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The APSE Network



How we work

- Governed by our National Council
- Elections through area groups and regions
- Regional or Country structures
- Working with over 300 UK wide local authorities

Membership resources

APSE members can access membership resources which includes:

- Briefings services
- Network queries
- Access to the Principal Advisor Team
- Networking opportunities with peers in other local councils and services
- Research





Research



Centre for Business, Innovation and the Regions appoints Visiting Professor

Home / News / 2024 / April / Centre for Business, Innovation and the Regions appoints Visiting Professor

17 April 2024

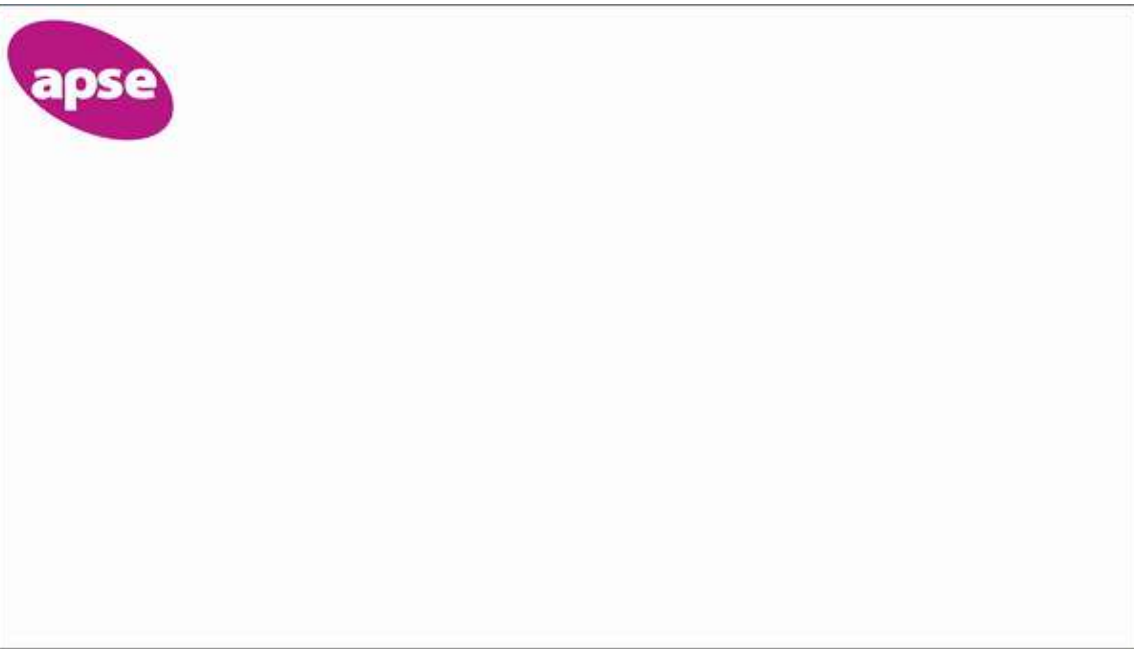
Chief Executive at the Association for Public Service Excellence (APSE) Mo Baines has been appointed as a Visiting Professor at the University.

An expert in public policy and local government, Mo will be adding to the applied research strengths of the University's [Centre for Business, Innovation and the Regions](#) which launched last year.

Commenting on her appointment, Mo said: "APSE has always led an innovative research programme bringing together policy into local government practice. Staffordshire University is a leading institution in developing research that informs public policy development and practice-based outputs as well as demonstrating the value and benefit of research to local government and local governance.

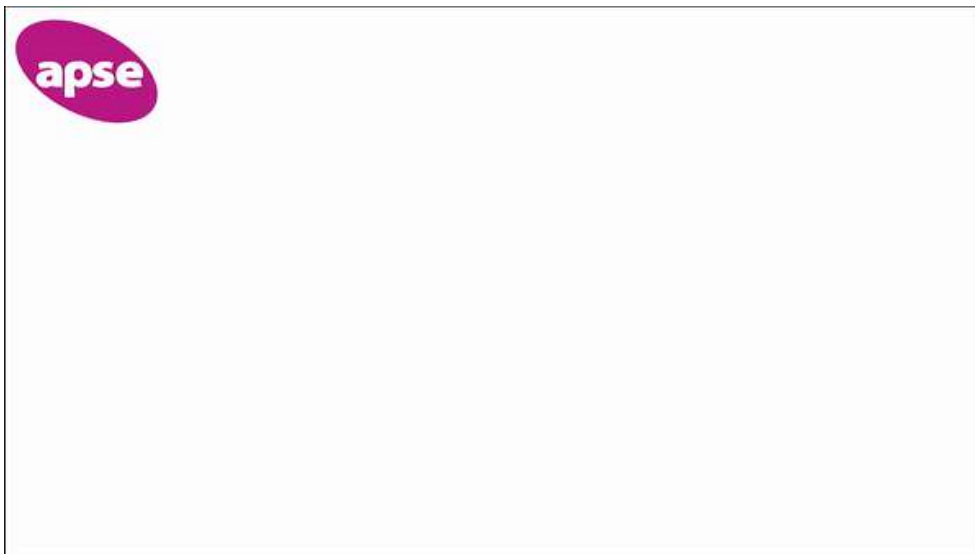


Visiting Professor Mo Baines



Networks

- Networks (service specific) - meet online four times a year
- Networking and sharing best practice between peers in similar service settings
- Local to the APSE country or region
- Regional events both operational and strategic or policy-based events



Service area networks (UK-wide)

Environment Suite

- Waste management, refuse collection and street cleansing
- Parks, horticulture and grounds maintenance
- Renewables and climate change
- Cemeteries and crematoriums

FM Services

- Education catering
- Facilities management and building cleaning
- Sports and leisure management

Highways

- Roads, highways and street lighting

Transport

- Vehicle maintenance and transport

Housing and construction

- Housing, construction and building maintenance

Policy groups

- Commercialisation : Local authorities income generation, trading and charging
- Local government re-organisation and devolution
- Strategic Forums

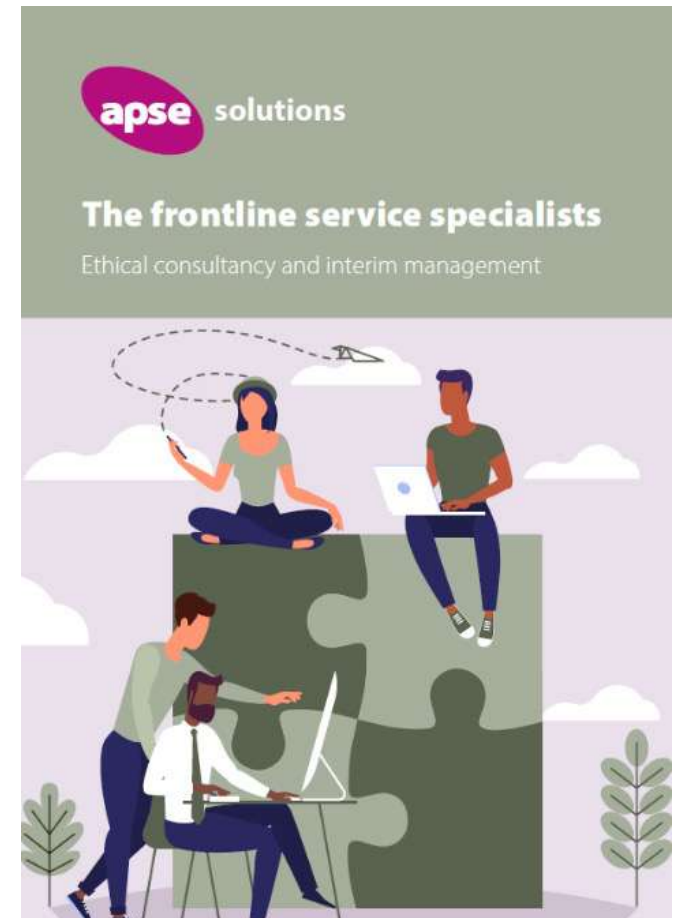


What else do we do?



APSE Solutions

- Service reviews, service diagnostics, efficiency and transformation, support on income generation, operational support and 'data crunching'
- Interim management





APSE Training

Comprehensive training programme at venues across the UK as well as an extensive online offering:

- Masterclasses
- Bespoke in-house sessions



Supporting local authority frontline services to deliver excellence



APSE Energy

- An effective collaboration of local authorities to enable and facilitate the local municipalisation of energy services.
- Public and community, as well as private, ownership and managerial control of local energy generation and distribution to generate money for local authorities, address fuel poverty and address sustainable energy supplies.
- Support in sharing intelligence, delivery of infrastructure projects and smart client support.

Big Energy Summit



APSE Performance Networks

The largest public sector benchmarking service in the UK

- Set up in 1998 and well established
- 15 service areas plus 4 apps
- Over 200 active local authorities
- Developed by practitioners / reviewed continually by working groups
- Like-for-like comparisons



Information is power

A guide to APSE's UK wide benchmarking service



APSE Performance Networks areas

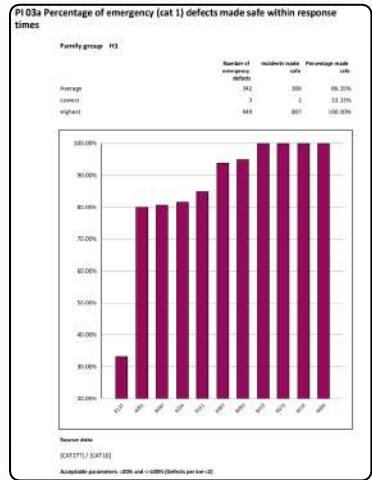
- Building cleaning
- Building maintenance
- Cemetery and crematorium
- Catering services
- Climate change
- Core highways
- Environmental Health
- Roads / highways
- Parks, open spaces and horticultural services
- Refuse collection
- Sports and leisure facilities management
- Street cleansing
- Street lighting
- Trading Standards
- Transport operations and vehicle maintenance

Family group comparison
Street cleansing performance indicator standings

Name of authority
PSA
Family group

Sample Authority
Group C2

Performance Indicator	Number in group	Highest in group	Average for group	Lowest in group	Your output/score	Standing in group	Top quartile mark	Quartile achieved	Previous year score	High/Low/Neutral
Key performance indicators										
PI04 - Cost of street cleansing service per household (excluding CEO)	17	181.99	130.08	89.92	145.86	19	178.34	4	149.67	L
PI05 - APSE customer satisfaction survey	-	-	-	-	-	-	-	-	-	H
PI06 - Community / customer survey/satisfaction	3	96.00%	78.50%	61.00%	-	-	-	-	-	H
PI06a - Quality inspection	30	100.00%	112.6%	2.00%	73.50%	7	79.50%	2	75.00%	H
PI06a - Key Quality performance indicator	13	92.50%	44.90%	0.90%	42.50%	7	50.20%	2	40.50%	H
PI06a - Percentage of sites surveyed falling below grade 3 for cleanliness (England only) (English survey (listed on with eligible number)	1	10.50%	10.50%	10.50%	-	-	-	-	-	L
PI07 - Percentage of sites surveyed falling below grade 3 for cleanliness (England only) (English survey with reduced survey numbers or other survey type)	2	10.20%	3.45%	0.90%	1.35%	3	-	-	2.57%	L
LAWS performance indicators										
PI02 - Percentage of sites classed as acceptable (combined litter and detritus)	4	99.30%	89.01%	80.34%	88.73%	3	-	-	90.42%	H
PI04 - Percentage of sites classed as acceptable (litter)	4	99.00%	89.19%	82.70%	89.47%	2	-	-	92.60%	H
PI05 - Percentage of sites classed as grade A (fly tipping)	4	100.00%	86.13%	80.56%	86.43%	3	-	-	92.86%	H
PI14 - Percentage of sites classed as acceptable (fly tipping)	4	100.00%	89.80%	89.61%	89.78%	3	-	-	90.00%	H
PI06 - Percentage of sites classed as acceptable (dog fouling)	4	100.00%	89.90%	89.80%	89.80%	4	-	-	90.00%	H
PI07 - Percentage of sites where litter seen overflowing	4	4.44%	2.20%	0.00%	3.54%	3	-	-	3.87%	L
PI08 - Percentage of sites classed as acceptable (litter structure)	4	100.00%	89.87%	89.67%	89.67%	4	-	-	90.00%	H
PI09 - Percentage of sites classed as acceptable (litter structure)	4	99.51%	88.39%	85.14%	89.57%	1	-	-	95.58%	H
PI10 - Percentage of sites classed as unacceptable (hard surface weeds)	4	4.00%	2.17%	0.33%	3.33%	2	-	-	4.00%	L
PI11 - Percentage of sites classed as unacceptable (detritus)	4	2.17%	1.18%	0.64%	1.17%	4	-	-	16.00%	L
PI12 - Percentage of sites classed as unacceptable (graffiti)	4	8.00%	0.22%	0.00%	0.22%	3	-	-	1.00%	L
PI13 - Percentage of sites classed as unacceptable (staining / graffiti)	4	1.11%	0.36%	0.00%	0.22%	3	-	-	1.81%	L
Other cost performance indicators										
PI01 - Total staff costs as a percentage of total expenditure	10	92.30%	70.75%	40.71%	86.47%	-	-	-	87.70%	N
PI08 - Transport costs as a percentage of total expenditure	14	37.14%	19.18%	4.75%	4.75%	-	-	-	11.00%	N
PI10 - Total fuel costs as a percentage of total staff costs	11	87.00%	82.10%	79.40%	-	-	-	-	-	N
PI09 - Cost of street cleansing service per household (excluding CEO)	17	134.84	115.8	73.16	119.14	19	119.0	4	119.23	L
PI13 - Fixed line staff costs as a percentage of total expenditure	14	80.45%	61.17%	49.02%	66.42%	-	-	-	73.02	L
PI15 - Net cost per public convenience site	3	68.00%	64.00%	23.00%	-	-	-	-	63.00	L
PI14 - Cost per gully per annum	-	-	-	-	-	-	-	-	-	L
PI40 - Percentage of street cleansing budget spent on education and publicity of activities	6	163.17%	5.00%	1.27%	-	-	-	-	4.49%	H
Customer service performance indicators										
PI03 - Quality assessment and customer contribution	16	60.00%	34.93%	3.33%	40.80%	7	45.10%	2	36.00%	H
PI03a - Measure resources and people management	14	85.00%	48.43%	25.00%	69.80%	7	61.00%	2	64.00%	H



apse performance networks

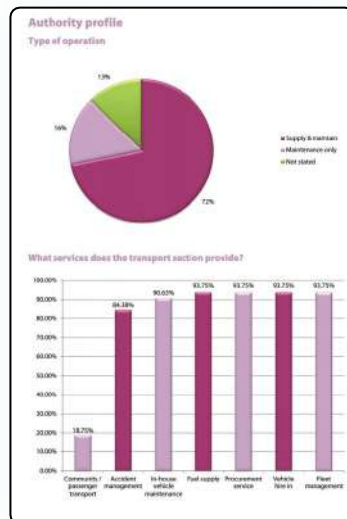
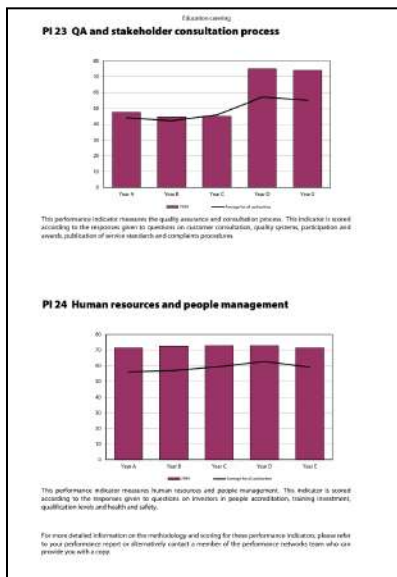
Street cleansing performance at a glance

Sample Authority
These pages show your authority's performance for each performance indicator against the current year average performance of your family group. Whether your result has improved or not from previous year is also shown. Items are used to display this information and the idea of this report is that authorities can use it as a glance where improvements may need to be made. Where the box is blue, this indicates that there is no authority score available for this performance indicator or that there were less than three participants in this FI, meaning we are unable to produce a meaningful average score. The key to the icons are displayed below each table.

Key performance indicators

Key performance indicators	Performance in current year	Improved since previous year?
PI01 - Cost of street cleansing service per household (including CEO)	🔴	📈
PI02 - Quality inspection	🟢	📉
PI03 - Key Quality performance indicator	🟢	📈
PI07 - Percentage of sites surveyed falling below grade 3 for cleanliness (England only) (English survey with reduced survey numbers or other survey type)	🟢	📈
LAWS performance indicators		
PI02 - Percentage of sites classed as acceptable (combined litter and detritus)	🟢	📈
PI04 - Percentage of sites classed as acceptable (litter)	🟢	📈
PI05 - Percentage of sites classed as grade A (fly tipping)	🟢	📈
PI14 - Percentage of sites classed as acceptable (fly tipping)	🟢	📈
PI06 - Percentage of sites classed as acceptable (dog fouling)	🟢	📈
PI07 - Percentage of sites where litter seen overflowing	🔴	📈
PI08 - Percentage of sites classed as acceptable (litter structure)	🟢	📈
PI09 - Percentage of sites classed as acceptable (litter structure)	🟢	📈
PI10 - Percentage of sites classed as unacceptable (hard surface weeds)	🔴	📈
PI11 - Percentage of sites classed as unacceptable (detritus)	🔴	📈
PI12 - Percentage of sites classed as unacceptable (graffiti)	🟢	📈
PI13 - Percentage of sites classed as unacceptable (staining / graffiti)	🟢	📈
Other cost performance indicators		
PI01 - Cost of street cleansing service per household (including CEO)	🔴	📈
Customer service performance indicators		
PI03 - Quality assessment and customer contribution	🟢	📈
PI03a - Human resources and people management	🟢	📈
Staff absence performance indicators		
PI15 - Staff absence (all staff)	🟡	📈
Environmental performance indicators		
PI40 - Number of incidents of fly tipping/rubbish per 1,000 households (England only)	🔴	📉

🟢 Performance for current year is better than the family group average
 🟡 Performance for current year is within 20% of the family group average
 🟠 Performance for current year is not as good as the family group average range above
 🔴 Performance for current year has improved from the previous year result
 🟢 Performance for current year is within 5% of the previous year result
 🟡 Performance for current year has deteriorated from the previous year result
 🟠 Performance for current year has improved from the previous year result
 🟢 Performance for current year has deteriorated from the previous year result
 🟡 Performance for current year has improved from the previous year result
 🟠 Performance for current year has deteriorated from the previous year result



APSE PN Awards

- The annual awards ceremony is held at the APSE performance networks seminar in December.
- High-profile event to recognise and celebrate improvements in services.
- Winners of the annual performance awards are publicised in the press, the APSE website and in various publications.
- Case studies on how the winners achieved their successes are also written up into a publication and emailed out to all members.



Inspection apps

A suite of apps to enable members to use modern and efficient ways to carry out inspections.

The results from participating authorities can be benchmarked throughout the year, so that you can compare the quality of service, thus becoming an invaluable management tool producing meaningful data.

Proves value for money and promotes how effective your service is. Not only is this data available 'live' via the cloud but also feeds into the performance indicator reports and can contribute to the awards criteria.



Performance Networks Apps

A guide to APSE's quality inspections apps



LAMS is

- Land Audit Management System.
- Introduced 2015 – digitised 2018.
- Monitor street cleansing and grounds maintenance
- Simple and effective performance measuring system.
- ‘what the public would see’ rather than requiring a technical inspection.
- May be used by volunteers.
- Around 50 member L/A’s using the system (including several Core Cities)

APSE Land Audit Management System (LAMS)

A quality inspection tool to benchmark your grounds maintenance, cemetery land and wider street scene service





What does it monitor?

	Grounds Maintenance	Street Cleansing	Cemetery Land Maintenance
Grass cutting	✓		✓
Shrub bed maintenance	✓		✓
Flower bed maintenance	✓		✓
Overall grounds maintenance	✓		✓
Number of flowers occurring naturally in a 1 sqm area	✓		✓
Pollinators within shrub bed	✓		
Pollinators within meadow	✓		
Surface weeds	✓	✓	✓
Detritus	✓	✓	✓
Litter	✓	✓	✓
Fly tipping	✓	✓	✓
Fly posting	✓	✓	
Dog fouling	✓	✓	✓
Bins overflowing	✓	✓	✓
Bin structure	✓	✓	✓
Bin cleanliness	✓	✓	✓
Graffiti	✓	✓	
Vandalism	✓		✓
Staining / gum		✓	

Campaigning

Environment, Food and Rural Affairs Committee

Tuesday 30 January 2024 Meeting started at 2.37pm, ended 4.41pm



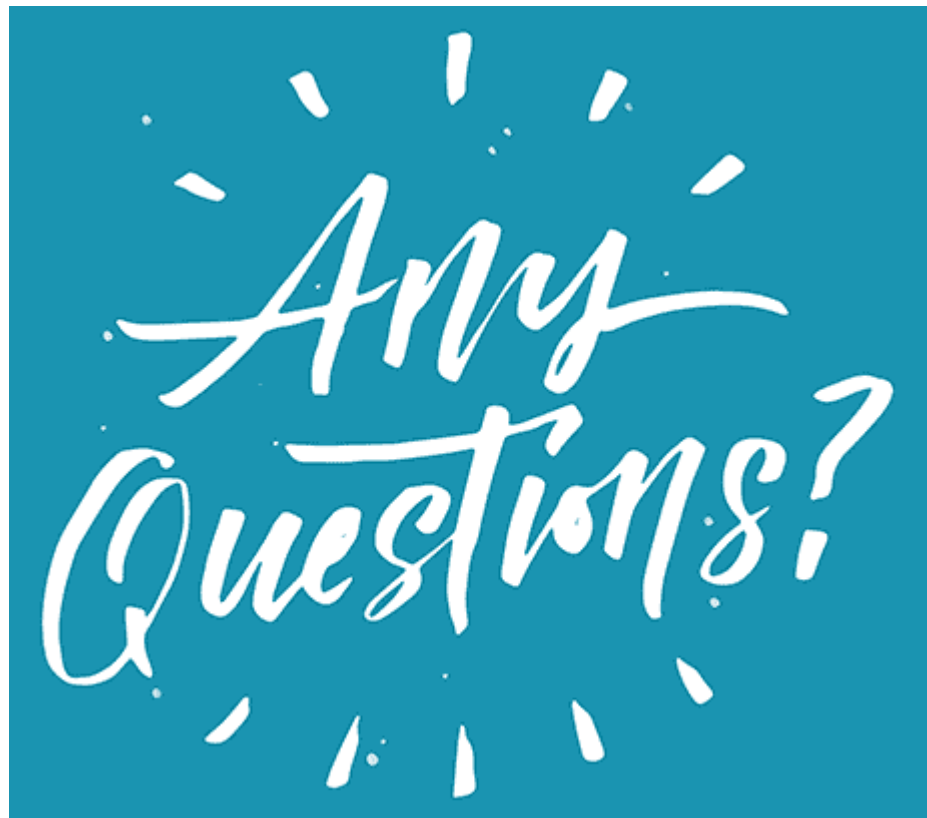
APSE Chief Executive Mo Baines gives evidence at the Scottish Parliament.



Abuse of councillors and staff putting democracy at risk, say local government groups

2 February





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