



# **Benchmarking of Council Services**

January 2011

## **Introduction**

At the commencement of 2010 CIPFA was contracted by the Borough Council to undertake benchmarking research in connection with a wide range of Borough Council services. The data used for the research was for the year 2008/09. The Authority will be able to update the initial findings using data from 2009/10 towards the end of the current calendar year.

From the CIPFA findings it has been possible to classify the various services of the Borough Council into a matrix using axis of low to high cost and low to high performance. The resultant matrix is attached as an Appendix to this report. A number of Borough Council services, in particular support services, were not included in the CIPFA Benchmarking Report. Where benchmarking from another source was available for these services they have been included and that source indicated on the matrix.

It should be noted that in connection with Human Resources, whilst this is categorised as a high cost service in the CIPFA funding it does not take into consideration expenditure as a result of providing shared services for another authority. Stripping this expenditure out of the equation, Human Resources is a low cost service.

In addition since the CIPFA Report was submitted additional data would indicate an improvement in certain areas of activity such as the Council Tax and Housing Benefits Service where performance has increased as a result of measures undertaken towards the end of 2009 and the Development Control Service where an Action Plan is being implemented and has resulted in improved performance. Further 'lean thinking' transformation work is also being undertaken in this area.

## **General Conclusion**

The general conclusion of the CIPFA Report is as follows:-

- Per Capita the Authority is under funded by Government grant support
- The Borough Council is generally a low cost Authority
- The Council provides average performance across services (whilst the matrix indicates the various services in each segment it does not indicate the position within the segment ie how close they are to being in another segment)
- There is a high degree of satisfaction in connection with Borough Council services

This exercise will be updated on an annual basis.

<p>Low Cost High Performance</p>	<p>Payroll - CIPFA Human Resources - CIPFA Waste Recycling - CIPFA/Customer Satisfaction Community Safety - CIPFA Street Cleansing - CIPFA/Customer Satisfaction Business Rates - CIPFA Benefit Fraud - CIPFA Accountancy - CIPFA Benchmarking Club Recreation and Sport - CIPFA/Revenue Performance Management - Benchmarking Performance Clinic Communications - Benchmarking Performance Clinic Audit Services - CIPFA</p>	<p>High Cost High Performance</p>	<p>Culture and Heritage - CIPFA/Revenue/Customer Satisfaction (below average costs for County Towns) Economic Regeneration - CIPFA/LABGI/Shop Occupancy</p>
<p>Low Cost Low Performance</p>	<p>Development Control - CIPFA Strategic Housing - CIPFA/Audit Commission Homelessness - CIPFA Council Tax Collection - CIPFA Council Tax and Housing Benefit Administration - CIPFA/Audit Commission</p>	<p>High Cost Low Performance</p>	<p>Parks and Open Spaces - CIPFA</p> <p><b>General Conclusions for Council</b></p> <ul style="list-style-type: none"> <li>- Under Funded</li> <li>- Low Cost</li> <li>- Average Performance</li> <li>- High Satisfaction</li> </ul>