

Improvements & Efficiencies Working Group

Cost of Inefficiencies

Measuring performance and managing improvement are fundamental business practices for reducing costs and increasing efficiencies. The Improvements and Efficiencies Working Group has identified that by not having a level of standardisation and commonality within the industry for the basic core measures of time, cost and quality, the industry has created a huge and unnecessary cost due to inefficiency.

The current headline figure being spent on measurement across the industry is almost £20M per year. That's more than 3 times the amount the DfT has put aside to help fund efficiency projects for the industry and is the equivalent of filling in an additional 333,266 potholes.

The challenge the working group is now addressing is to promote some key messages in the industry to reduce the cost of administration and management time to measuring performance. Savings through performance measurement can release resources to add value to other areas service delivery. (rather than managing spreadsheets, manage end users' expectations and satisfaction)

1. Ensure performance measurements drive improvements and create value not just generated statistics for no real benefit.
2. Find consistency in the industry for basic statistics and indicators.
3. Promote positive use of benchmarking for driving improvements and analysis not just identification of what quartile an authorities performance falls within.