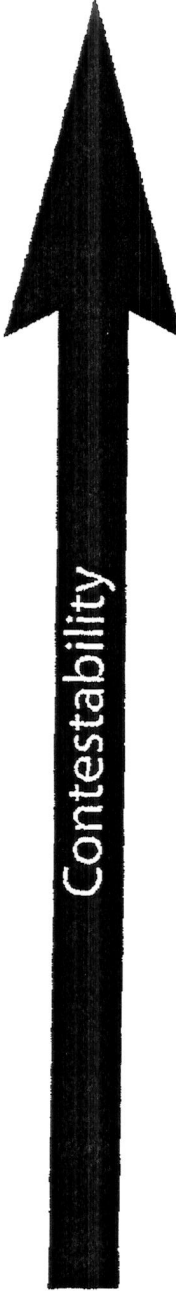


Appendix C

Performance block	Direction of travel	Detail of performance block/evidence	
Service achieves synergy with other services and external partners	 <p>High</p> <p>Contestability</p> <p>Low</p>	Outward looking with all other blocks in place	10
All data drives business improvement through robust service improvement planning		Culture of continual improvement in terms of economy, efficiency and effectiveness	9
Customer satisfaction / perception data gathered		Effective mechanisms in place to establish customer/end user satisfaction and perception	8
Business process analysis undertaken		Clear description of processes with inefficiencies identified	7
Benchmark data used as basis for comparing processes		Detailed understanding of why others perform better/worse	6
Performance indicators benchmarked		Nationally recognised benchmarking arrangement Ad hoc benchmarking with neighbouring or small number of authorities	5
Public reporting of results against targets		Reporting to public through elected members Reporting at officer level	4
SMART targets in place		Balanced performance/cost targets Performance cost targets	3
Performance indicators developed		Local PIs relating to local priorities National PIs	2