

WEST DUNBARTONSHIRE COUNCIL

Report by the Chief Executive

Corporate and Efficient Governance Committee: 27 October 2010

Subject: Benchmarking Toolkit

1. Purpose

- 1.1** A requirement of the Local Government Scotland Act and the subsequent characteristics of BV2 is for Councils to prove that their services are competitive and delivering best value. A toolkit has been designed to assist managers with the process.

2. Background

- 2.1** In 2009/10 twenty one services set out to prove competitiveness led by the competitiveness work stream. Every service has submitted reports to respective service committees to inform members of progress.
- 2.2** However, only a few services can prove competitiveness due to either limited availability of internal data or inability of services to find partners who are willing to compare performance.

3. Main Issues

- 3.1** To standardise and improve the approach to competitive testing a Benchmarking toolkit has been developed to assist managers with the process.
- 3.2** The toolkit has been designed in the style of a learning outcome which can be used to train managers in real life comparative scenarios using actual WDC case studies.
- 3.3** SOLACE and the Improvement Service have a copy of the toolkit which is being reviewed and branded as national guidance.

4. People Implications

- 4.1** Learning and development using the toolkit will take managers' time. As the toolkit was designed in house, training will be provided by the virtual Quality Team.

5. Financial Implications

- 5.1** There are no financial implications at present as the training will be provided in house.

6. Risk Analysis

- 6.1** The level of risk attached to the success of the roll out of the toolkit is high, primarily, because the action is in the Corporate Plan and is one of the four key recommendations from Audit Scotland.

7. Equalities Impact

- 7.1** There is no necessity to conduct an impact assessment.

8. Conclusions and Recommendations

- 8.1** The Benchmarking toolkit will standardise the approach to competitive testing across the Council and will provide managers with the skills and expertise to use benchmarking and competitive testing as a method to make reliable performance comparisons.
- 8.2** Committee are asked to approve the Benchmarking toolkit as a method to prove competitiveness.

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7 October 2010

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Appendix: Benchmarking Toolkit

Background Papers: None

Wards Affected: None