

Appendix 1

Benchmarking Methodology

1 What is Benchmarking?

- 1.1 Benchmarking is a structured and focused approach to assess how Medway's services are provided and the performance levels achieved compare with other Local Authorities
- 1.2 Benchmarking helps to understand why there are differences in performance between organisations this involves looking in detail at the way services are delivered and managed and at the processes and activities involved in service delivery that lie behind the benchmark measures of performance

2 What are the Benefits of Benchmarking?

- 2.1 Benchmarking can assist Medway Council to find and implement better practice and performance by assisting our understanding of:
 - what others are doing and how they are doing it
 - where Medway Council is doing well in comparison with others
 - where Medway can do better
 - how Medway can do better by seeing how others do things.

3 Data Collated To Benchmark Medway Indicators

- 3.1 Benchmarking data has been identified for 12 of the Council's key measures of success, plus customer satisfaction in contacting Medway through the Web, Face to Face and Telephone. Benchmarking information is provided by the Audit Commission, government departments (DCLG, CLG, DFT, DEFRA), GovMetric and Housemark.
- 3.2 Each dataset is compared against a group of other local authorities and ranked in terms of performance. We currently participate in benchmarking groups varying in size from 70 (GovMetric), 55 (Unitary authorities) to 12 (Housemark).
- 3.3 Comparative information has been provided for the latest reporting period available, for each indicator. These can vary depending on whether comparative data has been released by each agency.
- 3.4 Section 4 in the main Council Plan Monitoring report outlines where we have demonstrated top and bottom quartile performance.