



# practical benchmarking

CPAS Network

## How to understand your Property Performance Data and make it work for you

### Are you involved in;

- The collection and analysis of property performance data?
- Benchmarking of data with others? and
- The setting of performance targets?

### Do you worry about;

- Setting performance targets that are unrealistically high?
- Missing opportunities to improve your performance by setting your targets too low?
- Being unaware that the data comparisons you are making are inappropriate for what you are trying to achieve? or
- Missing out on more efficient working methods or procedures?

### Do you want to;

- Move beyond simple data comparison?
- Make all your data collection actually mean something?
- Use benchmarking as an effective way to help your organisation deliver better services?

- Demonstrate for CAA that your authority manages the performance and value for money of assets by benchmarking and monitoring against targets for improvements as well as using asset management performance indicators to track performance?

### ...Then our Practical Benchmarking workshop is for you!

During this workshop event there will be group work and plenty of opportunity to discuss and share ideas and approaches with colleagues in other Authorities.

### And by the end of the workshop you will have developed your learning in;

- Assessing and questioning the quality of comparison data,
- Understanding how the way in which data is collected can affect data quality, and
- Understanding some of the pitfalls in the process

To book your place please complete the form overleaf and return via email or fax or book online at [cipfaproperty.net/events](http://cipfaproperty.net/events)

Any queries please contact Denise on **01244 394 600** or email [cpas@cipfa.org.uk](mailto:cpas@cipfa.org.uk)

# CIPFA Property

Construction & Property Advisory Service Network



## Practical Benchmarking

BRISTOL – 18<sup>th</sup> September

09.30	<b>REFRESHMENTS &amp; REGISTRATION</b>
10.00	<b>Introduction</b>
10.15	<b>Beyond Data Comparison</b> This session will look at the need for going beyond simple comparison of property performance data into benchmarking of property performance, whether internally or externally.
11.00	<b>REFRESHMENTS</b>
	<b>Workshop Sessions</b> Practical workshop sessions that will take delegates through the process of benchmarking, using specific reference to one of the key property performance indicators (NaPPMI) to demonstrate the principles and issues involved.
11.20	<b>Workshop Session 1</b> Working through hypothetical case studies in groups, to develop an understanding of performance data, identify any weaknesses in the data and processes to develop meaningful comparison with other Authorities.
12.15	<b>LUNCH</b>
13.15	<b>Workshop Session 2</b> Interactive session between the groups to develop comparative data, understand some of the issues and pitfalls that may arise, and how these can be overcome.
14.15	<b>REFRESHMENTS</b>
14.30	<b>Workshop Session 3</b> This session will involve face to face discussion with 'benchmarking partners' to assist with identifying ways to improve the quality and reliability of benchmarking exercises, with an opportunity to reflect on the outcome.
15.15	<b>Lessons from the Day</b>
16.00	<b>SUMMING UP &amp; CLOSE</b>

### Facilitators:

Chris Brain FRICS, Senior Advisor, CIPFA  
Susan Robinson MRICS, Advisor, CIPFA

