

## CIPFA VfM indicators

# \improve your performance

Providing you with the insight to make the right strategic and financial decisions

The tightening of budgets across the public sector is set to continue. It is essential that organisations continue to make efficiencies and improve their performance of the back office to contribute to those savings and to maintain services.

CIPFA VfM Indicators are aimed at all public sector organisations and are crucial when assessing your corporate services so you can deliver savings and transform your back office functions. Our expert help is cost effective and we guarantee to deliver reports to you within just 15 working days.

### How will they benefit you?

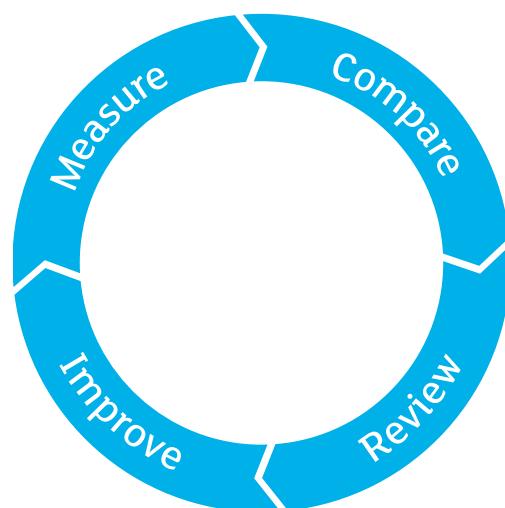
When it comes to making savings you need to know what your services cost and understand if that is offering you value for money, our indicators enable you to:

- Self-assess your performance using robust and relevant indicators.
- Pinpoint the strengths and weaknesses in your organisation.
- Identify areas of efficiency and improve your use of resources.
- Compare your financial performance with your peers.
- Demonstrate to the 'board' your commitment to improving efficiency.
- Compare your user satisfaction with your peers.

### Get your results when you need them

You can now get your report anytime, giving you access to information and data that you need to help you improve and plan your work programmes.

Simply return the questionnaires when best suits your timetable and we will deliver your comparisons against your sector and from across the whole public sector using our extensive database. We will get the reports back out to you within 15 working days (first reports available from September 2015).



'The CIPFA VfM Indicators benchmarking exercise has helped the Council to confirm areas for potential efficiency savings. Through our member-led Review of Support Services we have identified actions to manage our corporate communications more efficiently, and we are reviewing our procurement and commissioning procedures to achieve more cost-effective delivery Council wide. The benchmarking exercise is also informing ongoing work to drive savings in ICT, Legal Services, Human Resources and Estates Management.'

Jason Lowther, Director of Strategy, Birmingham City Council



## If you don't measure it how can you manage it?

It is impossible to really understand what you need to do to modernise a team's effectiveness if you don't understand how your services are working. Our indicators use cost and productivity indicators to measure your efficiency and effectiveness.

The indicators also measure user satisfaction, your approach to modernisation and the impact on organisational performance.

We are continually expanding the depth of reporting available, drawing on our extensive historical database. By taking part, you will also be able to compare your organisation with a wide range of members across the public sector.

## What do we cover?

CIPFA VfM Indicators cover a wide range of back office services giving you the opportunity to benchmark up to seven key areas of your organisation:

- Communications
- Estates management
- Finance
- Human resources
- ICT
- Legal
- Procurement

In addition, our survey tool provides a mechanism for you to survey users and commissioners of the services that you sign up to. It also allows you to collect data around user ICT competence for those taking part in that area.

## How much does it cost?

CIPFA VfM Indicators are a cost effective way to help organisations save money and perform better. It is important for you to make use of these expert tools when under-resourced and needing to deliver efficiency savings.

Prices are based on the number of streams you sign up to and if you choose to make use of the analytical survey tool.

Special group rates are available for organisations wanting to join as a collective.

1 Stream	5+ Streams	Survey Tool
£825	£3,750	£325

All prices excl VAT.

## For more information

Visit our website to see example questionnaires and reports at: [www.vfmindicators.co.uk](http://www.vfmindicators.co.uk)

T: 0207 543 5600  
E: [customerliaison@cipfa.org](mailto:customerliaison@cipfa.org)

## Other benchmarking products

- Social Care Benchmarking
- Corporate Services Benchmarking
- Social Research

Visit [www.cipfa.org/services](http://www.cipfa.org/services) to find out more.