CIPFA | The Chartered Institute of Public Finance & Accountancy

CIPFAstats

Public Libraries Profile

Customer case study

CIPFA's cost, performance and analytics tools have assisted London Borough of Southwark with their improvement strategy and operational transformation projects, to help modernise services to better serve customers.

'CIPFA Libraries Survey results inform many decisions, providing the necessary statistical and benchmarking information needed to work towards improving performance in this challenging environment.'

Brian Cape, Senior Contracts and Performance Officer, London Borough of Southwark

Southwark Council were already a part of CIPFA's Public Libraries Profiles when Brian took over the role more than six years ago. Firstly I asked Brian how he used the survey report to convey findings, and secondly how stakeholders benefitted from their CIPFA subscriptions.

'All the information is used to create a range of collateral that focusses on performance, procurement and financial reports. Stakeholders that benefit include library assistants, heads of service, councillors etc. The information then forms part of a range of documents including reports, papers, presentation slides and articles. It's easy to copy charts from the Excel report straight into documents and by using the interactive Excel comparative profile chart, I can provide a demonstration of the many performance indicators.

Benchmarking against similar local authorities supports informed decision making and leads to performance improvements. Without CIPFA's comparative data sets to benchmark against, it would be very difficult to accurately pinpoint and measure performance.

From library assistants to heads of service and from the communications team to councillors, this is valuable information for all to use. We've even used some findings to celebrate our good performance levels by producing articles, promotional pieces and social media posts!'

CIPFA's benchmarking analytics are an essential tool for projects involving:

- Policy re-modelling
- Value for money reviews
- Restructure review fact finding
- Efficiency saving measures

For more comparative dataset analysis information, visit **www.cipfa.org/benchmarking**

Southwark Council

Customer:
London Borough of Southwark

Website:
www.southwark.gov.uk

No of Employees:
2,262

Customer profile:
The London Borough of Southwark was created in 1965 when three smaller council areas amalgamated under the London Government Act 1963 and forms one of the oldest parts of London. Southwark has a youthful population with around 58% of its 314,000 residents aged 35 or under.

Southwark is a densely populated and diverse inner London borough situated on the south bank of the River Thames. Its central location encompasses some of the capital's cultural hotspots, vibrant communities and acclaimed green spaces. It has excellent transport links, making it a highly accessible area.

Large-scale investment programmes are changing the face of the borough, and the local authority are working to ensure that this creates a fairer future for all in Southwark.

Research and Analytics subscriptions include:

- CIPFAstats Public Libraries Profiles
- Regulatory Services Profiles
- TISonline

What is CIPFAstats?

CIPFAstats is the market leading independent source of comprehensive data about local government and its services. Providing an essential resource for reviewing the efficiency of locally provided services, subscribers have access to almost 40 years of statistical data across 24 annual titles on all aspects of local government service.

We currently undertake more than 24 annual surveys of local authority operations, capturing information on activities from charities, education and social care to housing services and waste management.

How CIPFAstats can help you

Your organisation is making a number of difficult decisions about how to reduce costs and resources whilst maintaining service levels. In order to achieve this CIPFAstats can help you identify areas of improvement through:

- comparative data analysis
- Establishing value for money
- Performance measurement
- Performing trend analysis

A CIPFAstats subscription provides **all** members of your organisation with unlimited and unrestricted access to the many benefits of **CIPFAstats**. Instructional videos for interactive tools can be accessed from a link on this page **www.cipfa.org/services/cipfastats** which include:

- CIPFAstats Interactive Report
- Nearest Neighbours Model
- Export Data Function
- VfM Toolkit

New for 2018/19

A full CIPFAstats subscription includes a revamp of the Nearest Neighbours Model, containing a number of new innovative features including interactive graphical outputs and updated datasets. A new Microsoft Excel 5 year trends tool is available across all CIPFAstats datasets and indicators, enabling instant access to trend data. Also including, free of charge, the following comparative profiles:

- Local Authority Expenditure (RO)
- Local Authority Budgets (RA)
- Accuracy of Financial Forecasting

For more information, **www.cipfa.org/services/cipfastats**

Any questions/queries please call us a call on **020 7543 5600**

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