

Support Benchmarking



How well do you know your position in the *Supporting People* market?

Can you show that you are offering Value for Money?

We can help you answer these questions...

Now in its fourth year, this is the only national benchmarking service for support providers. It is run by Sitra, in partnership with HouseMark and the National Housing Federation and has been developed through extensive consultation with service providers.

This year's service will be open for data submission from 16 June to 3 November 2008.



The benchmarking service can help providers:

- Be more competitive
- Develop a better understanding of the relationship between costs and quality
- Develop an understanding of the scope, if any, for efficiency savings or gains, so that they can negotiate funding levels with more confidence

Following completion of an excel spreadsheet with service financial and performance information, we provide participating providers with reports which include key anonymised comparisons on costs, performance, quality, and user satisfaction.

This is how some providers have used the information provided:

“I have used it as part of a process looking at staffing costs, to see how we compare with other providers. Also helped me decide on a price for a bid”

“We will use it in particular in contract negotiations with SP team”

“Our organisation is about to merge, so this will be useful in comparing our VFM with other services across the new organisation”

“Our biggest problem was apportioning costs and overheads against services. We will be looking more closely at how we do this as a result of this exercise”

“We had already decided that we needed to recast services for value- for-money purposes with SP, but this helped us focus on some services in particular. The figures also gave us some confidence in approaching SP for further funding for our Community Support Services”



Additional services...

In addition to the standard benchmarking service we can also offer:

- A copy of the datasets in excel so that you can carry out further individualised data comparisons
- Interpretive assistance on the benchmarking reports
- Bespoke consultancy, especially around internal benchmarking for larger bodies
- A benchmarking club service

How to participate...

Simply complete the excel spreadsheet tool which will be available from www.sitra.org from 16 June 08 until the closing date of 3 November 08.

Sitra will invoice participants on the basis of the number of services submitted.

You will receive a report with between 6 and 25 services run by other providers which provide the closest possible comparisons by:

- Region
- Primary client group, as defined under the standard *Supporting People* list of client groups
- Cover arrangements
- Type of service, using standard *Supporting People* service type classifications

The excel spreadsheet and guidance notes on how to complete it, can be downloaded from:



www.sitra.org



www.housemark.org.uk



www.housing.org.uk

Our benchmarking report charges are set out below...

Basic fee	£50	
Plus charge per service report		Total
1 service	£25	£75
2-5 services	£100	£150
6-10 services	£200	£250
11-20 services	£300	£350
21-30 services	£500	£550
31-40 services	£700	£750
41-50 services	£900	£950
51-100 services	£1350	£1400
100+ services	£1950	£2000

Contact details...

If you have any queries about the benchmarking project email sitrahelpline@sitra.org