

Better Public Services Results

Presentation for Open Government Partnership Stakeholder
Advisory Group
August 2015

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State Services Commission

DEPARTMENT
of the PRIME MINISTER
and CABINET



STATE SERVICES COMMISSION
Te Komihana O Ngā Tari Kāwanatanga



Open Government principles & OGP Grand Challenges are built into the design

Transparency

12. Regular communication of progress in priority areas helps to engage citizens and businesses in the Government's programme, providing a platform for greater citizen participation. Strengthening public accountability through the publication of progress on results will help chief executives and Ministers to focus agency resources, time and effort on driving results that matter most for New Zealanders.

13. Publication of performance information also addresses Cabinet's expectations under the Declaration on Open and Transparent Government [CAB Min (11) 29/12 refers]. The Declaration directs all public service departments to commit to active release of high value public data.

[CAB (12) 315 25 June 2012]

Citizen participation

"There is no function of government, and no purpose of government about which we know so much that we don't need someone else's input. I haven't come across one yet. Lots of people outside the public service solve complex problems everyday"
Bill English



[Excerpts from IPANZ speech Dominion Post, 9 April 2013]

Citizen focus – improve public services for everyday New Zealanders

"So we're trying to change one thing at a time, one person in particular, one community or one school, because until you change one, nothing has changed"
Bill English

Spark innovation, do different things

"I would go further and say we owe it, particularly to those New Zealanders who depend on our public services and who are themselves in a situation of vulnerability and powerlessness, that we are open-minded about alternative ways of delivering services, in an effort to make significant changes to their lives"
Bill English

Accountability

noted that the Prime Minister has agreed to the Responsible Ministers for each result area as set out in the Annex to this minute;

noted that the State Services Commissioner, as Head of the State Services, is in the process of assigning Chief Executives to lead each result area as set out in the Annex to this minute.

CAB Min (12) 5/18] 20 February 2012

Effectively manage public resources

"As Minister of Finance, I am asked where the Government's track to surplus fits in with improving public services. The answer is "very easily" because what works for the community, works for the Government's books. When one less prisoner re-offends, we save money"
Bill English

We report progress publicly: Tell the story of everyday NZers

Using data

4 Reduce assaults on children

The 10-year rise in children experiencing physical abuse will be halted and current numbers reduced by 5% in 2017

Progress towards target **A**

What the data tells us

In the March 2013 quarter, 652 children experienced substantiated physical abuse. This is a 28% reduction from the December 2012 figure of 906. This is likely to be a one-off reduction in the number, which has fluctuated in the past. It is expected that this reduction will be balanced out by increases in the other quarters for the year to June 2013. For this quarter, we know that:

- reductions occurred across all regions and most sites
- there was an 8% reduction in notifications
- more supports have been put in place, such as an increase of Social Workers in Schools, however we are not able to attribute this drop to any specific change in programme activities.

What has happened for NZers

There has been an increase of social workers in schools as part of the "Social Workers in Schools" programme. At the end of March 2013, 72% of low-decile primary schools had an allocated social worker. That is an increase from 62% at the end of December 2012. These social workers partner with educators to identify and provide early assistance to struggling children and their families. They work with New Zealanders to identify and address social, health and family problems.

Target

Rating

Graph showing progress

What the data tells us

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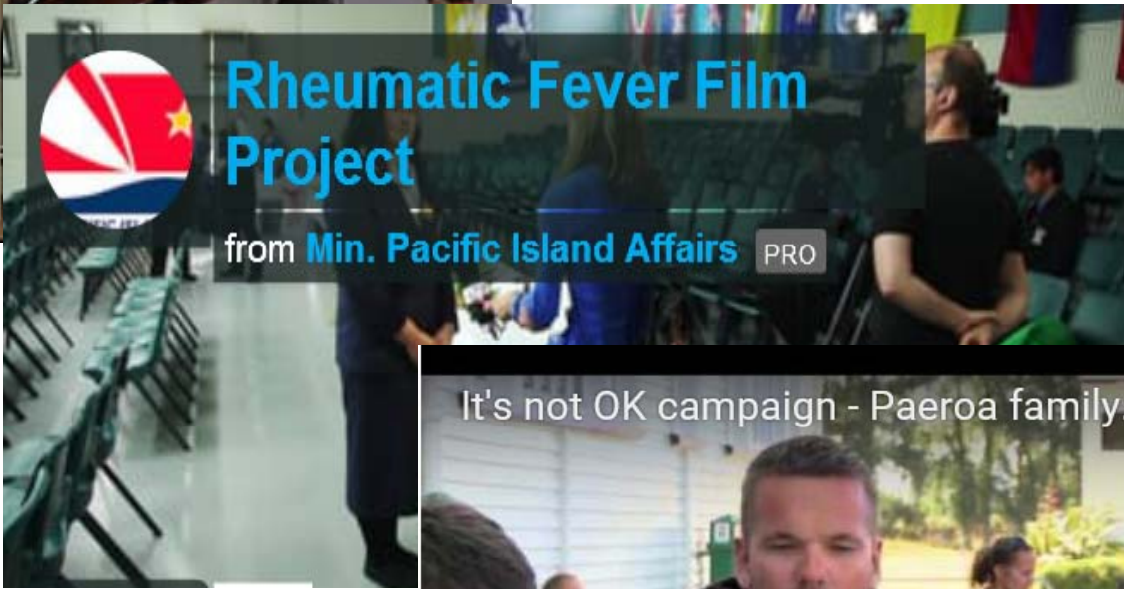
Using video



Using case studies



We measure success through what happens for communities



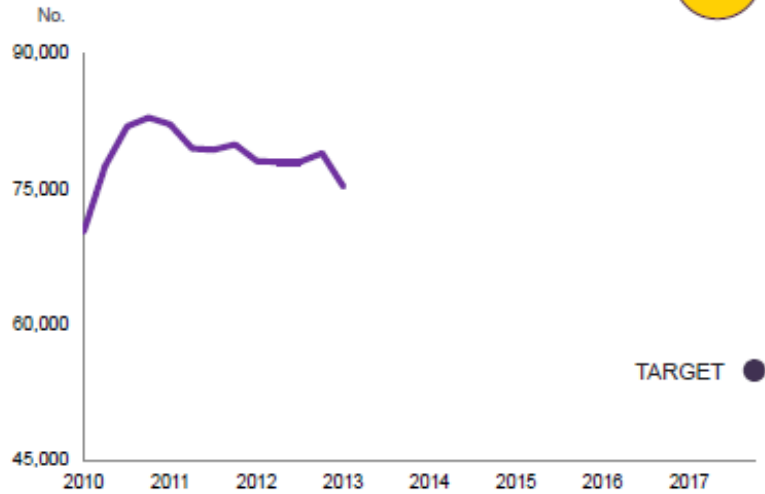
www.ssc.govt.nz/better-public-services

We use data in public reporting

REDUCING WELFARE DEPENDENCE

1 REDUCING LONG-TERM WELFARE DEPENDENCE

JOB SEEKER SUPPORT BENEFITS - 12 MONTHS +



www.ssc.govt.nz/better-public-services

SNAPSHOT OF PROGRESS ON BETTER PUBLIC SERVICES RESULTS JULY 2013

The delivery of better public services is squarely focused on getting the State sector to deliver better results and improved services for New Zealanders. The Government has set 10 challenging results and targets to achieve over the next five years. This snapshot presents progress as at July 2013. See more information about the delivery of better public services and these 10 results on www.ssc.govt.nz/better-public-services

- G** ON TRACK
- Y** ON TRACK, BUT CHANGES NOT YET EMBEDDED
- A** PROGRESS, BUT ISSUES TO RESOLVE
- R** URGENT ATTENTION REQUIRED

1 REDUCING LONG-TERM WELFARE DEPENDENCE

JOB SEEKER SUPPORT BENEFITS - 12 MONTHS +

SUPPORTING VULNERABLE CHILDREN

2 INCREASE PARTICIPATION IN ECE

EARLY CHILDHOOD EDUCATION PARTICIPATION

SUPPORTING VULNERABLE CHILDREN

3 INCREASE INFANT IMMUNISATION AND REDUCE RHEUMATIC FEVER

INFANT IMMUNISATION

RHEUMATIC FEVER

4 REDUCE ASSAULTS ON CHILDREN

CHILDREN EXPERIENCING PHYSICAL ABUSE

BOOSTING SKILLS AND EMPLOYMENT

5 INCREASE PROPORTION OF 18-YEAR-OLDS WITH NCEAL2

18-YEAR-OLDS ACHIEVEMENT OF NCEAL2

6 INCREASE PROPORTION OF 25- TO 34-YEAR-OLDS WITH NZQF L4 OR ABOVE

25- TO 34-YEAR-OLDS WITH NZQF L4 QUALIFICATIONS

REDUCING CRIME

7 REDUCE THE RATES OF TOTAL CRIME, VIOLENT CRIME AND YOUTH CRIME

CRIME RATE

REDUCING CRIME

8 REDUCE RE-OFFENDING

RE-OFFENDING RATE

IMPROVING INTERACTION WITH GOVERNMENT

9 NZ BUSINESSES HAVE A ONE-STOP ONLINE SHOP FOR ALL GOVERNMENT ADVICE AND SUPPORT

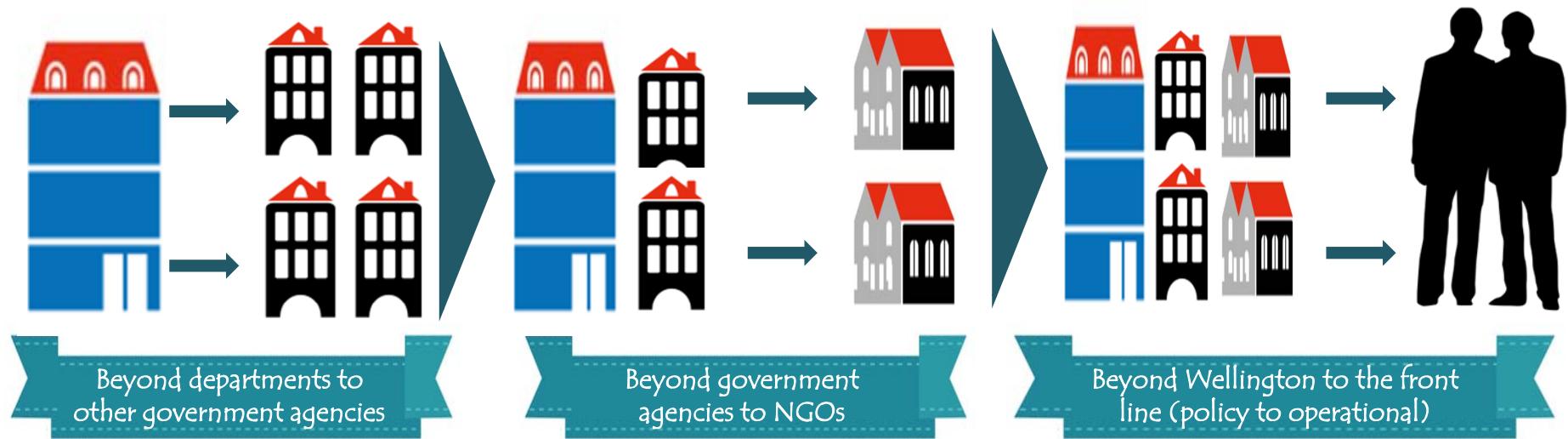
REDUCTION IN COST TO BUSINESS FROM DEALING WITH GOVERNMENT

10 NEW ZEALANDERS CAN COMPLETE THEIR TRANSACTIONS WITH GOVERNMENT EASILY IN A DIGITAL ENVIRONMENT

AVERAGE RATE OF TRANSACTIONS COMPLETED IN A DIGITAL ENVIRONMENT

Where we are heading

“Results is not just about the 10 results of the Better Public Services. It is about a new way of working” Iain Rennie



Next actions

- Greater use of local data on target achievement to inform and drive local actions, including a Results ‘dashboard’ for Auckland and applying the Results approach to Christchurch.
- Broadening the Results approach by improving collective action on the ‘pipeline’ between Result areas, and strengthening links with programmes outside BPS Results.
- Greater innovation in service delivery to better meet the needs of users and communities eg the Auckland Co-design Lab.
- Refresh the BPS Results in anticipation of targets being met 2016/17. Reframe, retire or combine some Results and consider adding new Results. Paper to Cabinet November 2015.