



Minute of Decision

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Better Public Services Results: 2014 Mid-year Progress Report

Portfolios: Deputy Prime Minister / State Services

On 7 July 2014, following reference from the Cabinet Committee on State Sector Reform and Expenditure Control, Cabinet:

- 1 **noted** that on 17 February 2014, Cabinet:
 - 1.1 considered the 2013 end-year progress report on Better Public Services (BPS) Results and agreed to announce Results progress, noting that, while good progress continues to be made in all Result areas, with some Results ahead of milestones to achieve targets, agencies still face difficult challenges to achieve targets, particularly in the Vulnerable Children Result area;
 - 1.2 noted that, during 2014, more focus was expected on improving multi-agency governance in Result areas; greater use of local data on target achievement to inform and drive local actions (including compiling and releasing data for Auckland, such as a dashboard); innovation in service delivery to better meet the needs of users and communities; and further external review of arrangements agencies have put in place to achieve BPS Results;
 - 1.3 agreed to announce Results progress in February 2014;

[CAB Min (14) 5/7]
- 2 **noted** that:
 - 2.1 the BPS Results continue to show good progress, with Results 1, 5 and 6 improving their ratings of progress towards target from Yellow to Green;
 - 2.2 in Result 7, two of the 2017 targets have now been met;
- 3 **noted** that much of the success of the Results approach relies on collective impact, by agencies working together to address cross-cutting issues and by putting clients and customers at the centre of the design and delivery of services;
- 4 **noted** that, while collective impact has improved, much of this is at the margins, and a step change is needed to improve collective impact as part of core business;

- 5 **noted** that Corporate Centre work to support improved collective impact will report progress to State Sector Reform Ministers in coming months, including:
 - 5.1 work to make cross-agency governance and funding easier;
 - 5.2 to find better ways to deliver services for population groups that are exposed to poor outcomes;
 - 5.3 to better integrate BPS Results into agency Four Year Plans;
- 6 **noted** that greater focus on system stewardship is supporting the behavioural changes needed to achieve the BPS Results;
- 7 **noted** that a strengthening learning culture also supports Results achievement, in particular the use of data and information to drive better services and local actions; innovation in service delivery to better meet the needs of users and communities; and learning what works through research, evaluation and review;
- 8 **agreed** to announce Results progress in July 2014;
- 9 **agreed** to release the paper and annexes under the submission CAB (14) 372, following the public communication of progress on Results.

Secretary of the Cabinet

Reference: CAB (14) 372
