



BETTER PUBLIC SERVICES RESULTS TARGETS

The National-led Government has set 10 challenging results for the public sector to achieve over the next five years. Ministers and a public sector chief executive have been appointed to lead each result and will be accountable for demonstrating real progress against his or her result. These results fall into five themes:

Reducing long-term welfare dependency

1. Reduce the number of people who have been on a working age benefit for more than 12 months.

Supporting vulnerable children

2. Increase participation in early childhood education.
3. Increase infant immunisation rates and reduce the incidence of rheumatic fever.
4. Reduce the number of assaults on children.

Boosting skills and employment

5. Increase the proportion of 18-year-olds with NCEA level 2 or equivalent qualification.
6. Increase the proportion of 25 to 34-year-olds with advanced trade qualifications, diplomas and degrees (at level 4 or above).

Reducing crime

7. Reduce the rates of total crime, violent crime and youth crime.
8. Reduce reoffending.

Improving interaction with government

9. New Zealand businesses have a one-stop online shop for all government advice and support they need to run and grow their business.
10. New Zealanders can complete their transactions with government easily in a digital environment.

Specific and measurable targets for each result have been agreed and are available on the www.ssc.govt.nz/bps-results-for-nzers website.

Departments and Ministries are developing action plans for how they will achieve these targets. These will be released over the coming weeks.

REDUCING LONG-TERM WELFARE DEPENDENCE

Result 1: Reduce the number of people who have been on a working-age benefit for more than 12 months

Lead Minister: Paula Bennett

**Lead CEO: Ministry of Social Development
Chief Executive Brendan Boyle**

Why this is important for New Zealand

- As at April 2012, about 78,000 people were on working-age benefits, which will become part of the new Jobseeker Support, and had been on it for more than 12 months.
- Jobseeker Support will be introduced in July 2013. It will include those currently on unemployment related benefits, the Sickness and Women Alone Benefits, as well as sole parents and widows whose youngest children are over 14.
- Currently, 12 per cent of New Zealand's working age population is on a main benefit and over 230,000 children live in benefit-dependent homes. More than 170,000 people have spent the majority of the past decade on welfare.
- The annual cost of working age benefit payments is now over \$8 billion and the lifetime costs are much higher.
- Being out of paid work raises the risk of poverty. The longer a person is out of the workforce the harder it is to return to employment.
- Being in paid work, rather than on a benefit, has proven positive impacts on health and wellbeing. It brings in greater income, builds pride and connects people to their community.

What we want to achieve

- Reduce the number of people receiving those working-age benefits, which will become the new Jobseeker Support, for more than 12 months, by 30 per cent – from 78,000 to 55,000 by 2017.

SUPPORTING VULNERABLE CHILDREN

Result 2: Increase participation in early childhood education

Lead Ministers: Tony Ryall and Hekia Parata

**Lead CEO: Ministry of Social Development
Chief Executive Brendan Boyle, supported
by Ministry of Education Chief Executive
Lesley Longstone**

Why this is important for New Zealand

- In 2011, the participation rate for early childhood education overall was 94.7 per cent.
- Within that total, 97.8 per cent of European/Pakeha children attended early childhood education, compared with 90.0 per cent of Maori and 86.1 per cent of Pasifika children.
- Regular participation in high quality early childhood education significantly increases a child's chance of future educational success, particularly for children from vulnerable families.
- Results from the OECD PISA 2009 study of student performance at age 15 showed that in practically all OECD countries the students who had attended early childhood education before school outperformed students who had not attended at all – even after accounting for their socio-economic backgrounds.

What we want to achieve

- In 2016, 98 per cent of children starting school will have participated in quality early childhood education.

Result 3: Increase infant immunisation rates and reduce the incidence of rheumatic fever

Lead Minister: Tony Ryall

**Lead CEO: Ministry of Social Development
Chief Executive Brendan Boyle, supported
by Ministry of Health Director-General
Kevin Woods**

Infant immunisation - why this is important for New Zealand

- New Zealand's immunisation coverage for two-year-olds has improved in recent years. It is currently at 92.8 per cent.
- Immunisation is one of the most effective medical interventions to prevent disease. As well as protecting vaccinated individuals, high immunisation rates help prevent epidemics.
- Children are most vulnerable to infectious disease between three months and 18 months of age and they're more likely to complete all immunisations if they begin early. The current rate of eight-month-old children fully immunised with the scheduled vaccinations is 83 per cent.

What we want to achieve

- Increase infant immunisation rates to achieve and maintain 95 per cent coverage of eight-month olds fully immunised with the scheduled vaccinations by 2017.

Rheumatic fever - why this is important for New Zealand

- Rheumatic fever is a serious disease that can lead to heart damage and premature death. Rheumatic heart disease can have a lifelong impact and create significant health costs (recent estimates suggest the cost of treating rheumatic fever and rheumatic heart disease is about \$40 million a year).
- Rheumatic fever is triggered by a Group A Streptococcus (GAS) throat infection. It is largely preventable if GAS throat infections are identified and treated early, and by addressing the underlying causes

of those infections such as overcrowding and poor housing conditions.

- Rheumatic fever and rheumatic heart disease disproportionately affect Maori and Pacific people, and those in areas of economic deprivation. It is most common in people aged between five and 14 years of age.

What we want to achieve

- Reduce the incidence of rheumatic fever by two-thirds to 1.4 cases per 100,000 by 2017.

Result 4: Reduce the number of assaults on children

Lead Ministers: Tony Ryall and Paula Bennett

**Lead CEO: Ministry of Social Development
Chief Executive Brendan Boyle**

Why this is important for New Zealand

- Assaults against children are unacceptable.
- Far too many children suffer from assaults, which can seriously diminish their life chances and, in the worst cases, result in death.
- Currently around 3000 children 16 years and under are experiencing substantiated physical abuse each year – and this number is continuing to rise. Unchecked, this number is expected to rise to more than 4000 children by 2017. We want to halt this increase and reduce it.
- The cost of not facing up to this challenge is too high – for the children concerned, their families, and also for taxpayers who are required to fund the health and justice systems.

What we want to achieve

- By 2017, halt the 10-year rise in children experiencing physical abuse and reduce current numbers by five per cent. This would have the effect of reducing the number of children experiencing physical abuse by around 1000 on projected numbers by that time.

BOOSTING SKILLS AND EMPLOYMENT

Result 5: Increase the proportion of 18-year-olds with NCEA level 2 or equivalent qualification

Lead Minister: Hekia Parata

Lead CEO: Ministry of Education Chief Executive Lesley Longstone

Why this is important for New Zealand

- Success in education is essential to the Government's goal of building a productive and competitive economy.
- It also helps New Zealanders develop the skills needed to reach their full potential and contribute to the economy and society.
- A Level 2 qualification gives people opportunities in terms of further education, employment, health outcomes and better quality of life.
- In 2010, 67 per cent of 18-year-olds achieved an NCEA Level 2 or equivalent qualification.

What we want to achieve

- In 2017, 85 per cent of 18-year-olds will have achieved NCEA Level 2 or an equivalent qualification.

Result 6: Increase the proportion of 25-34 year olds with advanced trade qualifications, diplomas and degrees (at Level 4 or above)

Lead Minister: Steven Joyce

Lead CEO: Ministry of Education Chief Executive Lesley Longstone

Why this is important for New Zealand

- An increase in the skill level of our workforce will assist New Zealand to increase its productivity.

- For individuals, achieving a Level 4 or above qualification provides, on average, a significant income premium and a greater likelihood of sustained employment, over those that don't achieve a Level 4 qualification or higher.
- Currently, around 52 per cent of 25 to 34-year-olds have an NZQF Level 4 qualification or above – up from 50 per cent in 2006. For Maori, the proportion is 37 per cent and for Pacific people 31 per cent.

What we want to achieve

- In 2017, 55 per cent of 25-34 year olds will have a qualification at level 4 or above.

REDUCING CRIME

Result 7: Reduce the rates of total crime, violent crime and youth crime

Lead Minister: Judith Collins

Lead CEO: Ministry of Justice Chief Executive Andrew Bridgman

Why this is important for New Zealand

- Research shows that at risk children and young people are much more likely to progress to offending behaviour.
- Recorded crime has been slowly decreasing over the past 30 years.
- The crime rate is 26 per cent lower than its peak in 1992 and the percentage of resolved crime is increasing.
- In the year to June 2011, there were 433,597 recorded crimes, a rate of 980 crimes per 10,000 people. This included 47,994 violent crimes, a rate of 108 violent crimes per 10,000 people.
- However, New Zealand has relatively high rates of imprisonment and reoffending, and serious offending remains high (although it has fallen in the past two years). There are still proportionately higher numbers of young Maori entering the criminal justice system.

- Crime affects individuals, families and communities. Lack of employment, a reduced ability to provide family support, and inter-generational problems all require solutions that not only address the needs of individual offenders but also those of their families and communities.
- Addressing these problems requires comprehensive, cross-agency action.

What we want to achieve

- Reduce the crime rate by 15 per cent by 2017 – which means 45,000 fewer crimes each year.
- Reduce the violent crime rate by 20 per cent by 2017 – which means 7500 fewer violent crimes each year.
- Reduce the youth crime rate by 5 per cent by 2017. This will be measured by reducing the rate of court appearances for 14-16 year olds by 5 per cent, which means 600 fewer young people appearing in court by 2017. (This is an interim measure that will be reviewed when a new measure of youth crime becomes available).

Result 8: Reduce reoffending

Lead Minister: Judith Collins

Lead CEO: Ministry of Justice Chief Executive Andrew Bridgman

Why this is important for New Zealand

- New Zealand has relatively high rates of imprisonment and reoffending, and serious offending remains high.
- Reducing reoffending means fewer victims of crime, safer communities and less pressure on the justice sector pipeline.
- Reducing reoffending means less burden on taxpayer funds – we will have 600 fewer prisoners every year by 2017.
- Lack of education and training are major drivers of crime, and by addressing these issues with our increased focus on rehabilitation we are making New Zealand communities safer.

- An increasing number of prisoners are gaining vital work skills, and we know that offenders who gain employment after release are less likely to reoffend.

What we want to achieve

- Reduce the reoffending rate by 25 per cent by 2017 – which means 600 fewer prisoners and 18,500 fewer victims of crime each year from 2017.

IMPROVING INTERACTION WITH GOVERNMENT

Result 9: New Zealand businesses have a one-stop online shop for all government advice and support they need to run and grow their business.

Lead Minister: Steven Joyce

Lead CEO: Ministry of Economic Development Chief Executive David Smol

Why this is important for New Zealand

- The public sector provides significant services to businesses and individuals, and the quality and speed of these services makes a difference to businesses' ability to perform, grow and export.
- New Zealanders expect service delivery from the government that is increasingly digital, responsive and personalised. Agencies need to re-think the way they deliver services.
- We need to make it easier for people to get what they need from government departments.
- New technology provides easier and more cost-effective ways for New Zealanders to engage with government.
- Better use of technology contributes to a public sector where there is continuous innovation and improvement, with more services offered online.
- The baseline and measurement for reducing business costs from dealing with government is currently under development.

What we want to achieve

- Business costs from dealing with government will reduce by 25 per cent by 2017, through a year-on-year reduction in effort required to work with agencies.
- Government services to business will have similar key performance ratings as leading private sector firms by July 2017, and businesses will be able to contribute to this through an online feedback system from July 2013.

Result 10: New Zealanders can complete their transactions with government easily in a digital environment.

Lead Minister: Chris Tremain

**Lead CEO: Department of Internal Affairs
Chief Executive Colin MacDonald**

Why this is important for New Zealand

- New Zealanders expect service delivery from the government that is increasingly digital, responsive and personalised. Agencies need to re-think the way they deliver services.
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- New technology provides easier and more cost-effective ways for New Zealanders to engage with government.
- Better use of technology contributes to a public sector where there is continuous innovation and improvement, with more services offered online.

What we want to achieve

- By 2017, an average of 70 per cent of New Zealanders' most common transactions with government will be completed in a digital environment – up from 24 per cent currently.
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