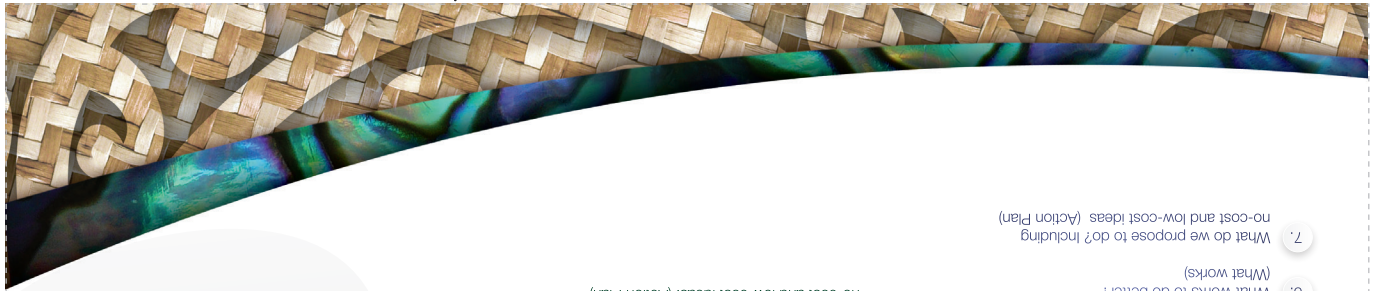


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7 Performance Accountability Questions

1. Who are our clients? (Client Group)
2. How can we measure if our clients are better off? (Client Result/Outcome)
3. How can we measure if we are delivering services well? (Quality)
4. How are we doing on the most important of these measures? (Baseline & Story)
5. Who are the partners that have a role to play in doing better? (Partners)
6. What works to do better? (What works)
7. What do we propose to do? Including no-cost and low cost ideas. (Action Plan)

7 Population Accountability Questions

1. How do we define our Population and what are the quality of life conditions we want for them? (Population & Result)
2. What would these conditions look like? (What works)
3. How can we measure these conditions? (Indicator)
4. How are we doing on the most important of these measures? (Baseline & Story)
5. Who are the partners that have a role to play in doing better? (Partners)
6. What works to do better? (What works)
7. What do we propose to do? Including no-cost and low-cost ideas. (Action Plan)

Performance Measures Comprise 3 Questions

Performance Measures

How much did we do?

Clients e.g. number of people/whānau served

Activities e.g. number of referrals, number of plans, number of assessments

Activity-specific quality measures e.g. response time, percentage completion rates, meeting standards

Is anyone better off?

Common quality measures e.g. unit cost, percentage satisfaction, workload ratio

Number and percentage changes in: skills/knowledge, attitude/opinion, behaviour, circumstance.

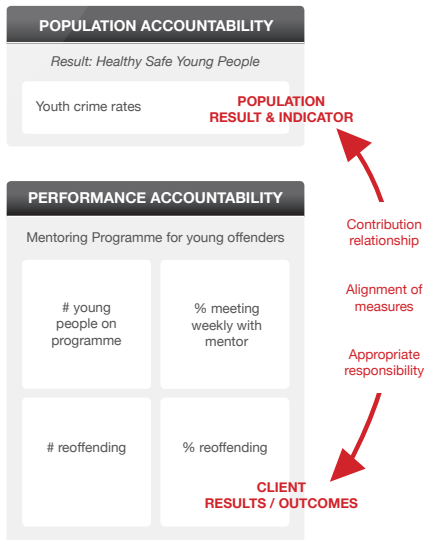
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Sponsored by the Ministry of Social Development adapted from resources developed by Shea Pita and Associates, Salta Consulting and P Rozansky.

The Linkage

Between population and performance



My RBA Snapshot

From Ends to Means

Change our thinking and approach - from what we do, to what we achieve

- 2
Key Types of Accountability
 Population
 Performance
- 3
Types of Performance Measures
 How Much
 How Well
 Better Off
- 7
Questions that take you from talk to action
 Population
 Performance



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