

# How we measure outcomes

Improving government’s knowledge of its service delivery, particularly performance and impact.

We're crafting analytical and data tools for a broad range of audiences to better understand people and their needs. This will enable the social sector to use data to create better outcomes for New Zealanders in need.

Supported by tools, guidance and advice, agencies will be able to develop their social investment approaches, and analyse and measure the impact and effectiveness of the services they’re delivering.

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## **A new approach to measuring changes in people’s wellbeing**

We’re developing a new approach to analyse the impact of social services on the wellbeing of New Zealanders. This can help funders, providers and others understand whether these services are...

## **Measuring the impacts of social housing**

Our new working paper Measuring the wellbeing impacts of public policy: social housing - examines the impact of placement in social housing on peoples’ wellbeing. The paper tests a novel...

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## **Social Housing Test Case**

We've completed our first social investment test case: social housing. We crunched the numbers on social housing to help understand what benefits there are for those living in a social...

## **What is analytics?**

In a nutshell, analytics is crunching the numbers to gain insights and understand the needs of target populations. When interpreted, agencies have the information they need to inform their investment and service delivery policymaking decisions.

Analytics gives agencies the information they need to:

- Inform data-driven (evidence-based) decision making
- Measure how well their services are being delivered
- Measure whether they are delivering good quality outcomes for their service users.

## **Why is analysis important?**

As well as detecting gaps and overlaps in service delivery, analytics will also help agencies to identify:

- Whether services are being delivered in the best way possible
- Whether the benefit to service users is in proportion to the cost
- Who's doing well
- Who needs help
- Return on investment.

Quality analysis improves the understanding of the people and businesses who use public services and helps to determine whether services and policies are delivering the intended results to service users.

## **Steps at the core of an analytics approach**

1. Identifying segments of the population, using administrative data about individuals
2. Estimating the effectiveness of social services
3. Learning about the impact of services, interventions and programmes
4. Determining whether services are being delivered to the people who need them most
5. Quantifying the fiscal, economic, cultural and social value of the services New Zealanders receive.