The inside narrative:
evaluation service and blueprint design

Whakataukī

Nā ta waewae i kimi!

Look, the seeking feet!
It is only by searching diligently that one is able to make a living.

Mihi

Ko Pirongia tōku maunga

Ko Waikato tōku awa

Ko Waikato rāua ko Ngati Wai ōku Iwi

Ko Ngāti Māhanga rāua ko Patuharakeke ōku hapū

Ko Samantha tāku tamāhine

Ko Nathaniel Pihama ahau

Ko Kathleen Palmer tōku ingoa

Nō Temple, Scotland ōku tūpuna

He Templar kaiaka ōku tūpuna

Kei Te Puni Kōkiri ahau e mahi ana

He Kaitohu tōmua ahau kei te Te Puni Mātauranga.

Overview

- Overview of Te Puni Kōkiri
- Operating context
- Motivation for Service Design
- Service Blueprint
- So how are we doing so far?
- Whats next?
- He Pātai?

Te Puni Kōkiri
REALISING MĀORI POTENTIAL

Te Puni Kōkiri - Ministry for Māori Development

- Principal advisor to Government on issues that relate to Māori Development

- Māori ethnic population - 723,500 estimate in 2016

- Māori descent population - 668,724 in 2013

- Approximately 100 Iwi (tribes), 1,000 hapū (sub-tribes), 1,000 Marae, and countless whānau

- Median age of 24 years, compared to 37 years overall

- More than twice as likely to live in the most deprived areas than non-Māori

Te Puni Kōkiri - Ministry for Māori Development

Te Puni Kōkiri operating context
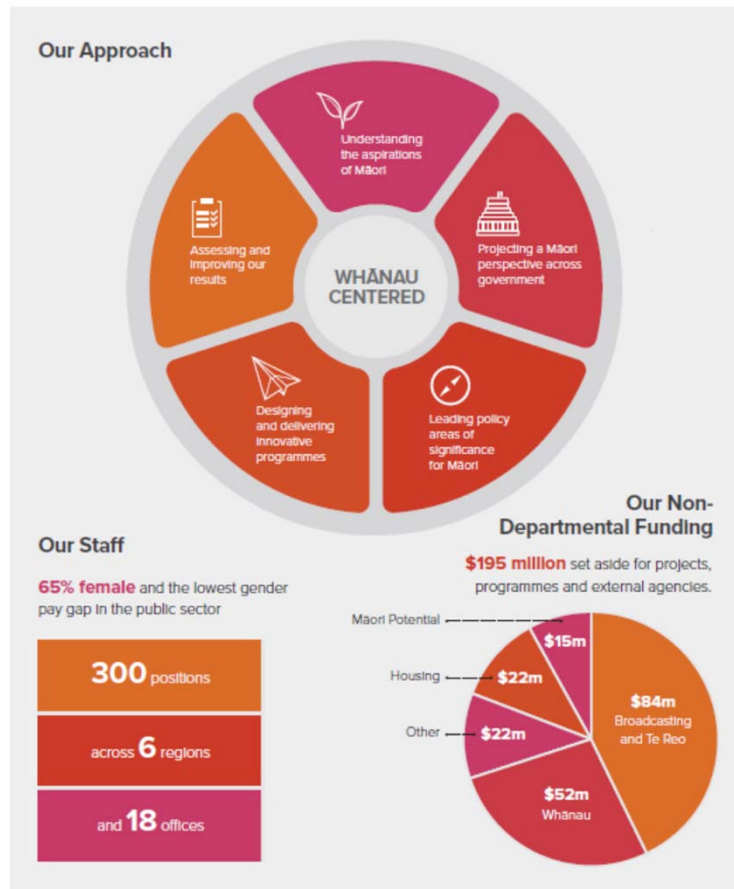
- Vote: Māori Development
  - 2014/15 - $222 M
  - 2015/16 - $250 M
  - 2016/17 - $295 M
  - 2017/18 - $313 M

- Less than 0.5% of total Core Crown expenditure to advise government and deliver on approaches that realise the needs and aspirations of almost 15% of the population.

Te Puni Mātauranga - Organisational Knowledge team

- Lead the Research, Evaluation, and Monitoring functions of Te Puni Kōkiri

- 19 staff members, includes 3 experienced evaluators

- At least 20 initiatives will require evaluation services in 2017 and beyond

Opportunity: Greater need for evaluation across Government

THE TREASURY
Kaitohutohu Kaupapa Rawa

- Important public sector investment decisions to be informed by cost benefit analysis (CBA).

SIA SOCIAL INVESTMENT AGENCY ORANGA TANGATA

- Social investment is about using data and evidence to improve the lives of New Zealanders by investing in what is known to create the best results.

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Getting savvy about service design

Its about getting inside the heads of our kaiwhiwhi – advice receivers

What are their frustrations, needs, wants, desires, dreams?

Metaphor:

- 2016 an indeterminate track
- 2017 dry weather track
- 2018 road under construction

Values as inspiration:

- **Te wero:** We pursue excellence. We act with courage when required:
  - *How can we provide the best evaluation service?*
- **Manaakitanga:** We value people and relationships. We act with integrity and treat others with respect
  - *Do we understand what is required*?
- **He toa takitini**: We work collectively. We maximise collective strengths to achieve
  - *How do we contribute to the work of others?*
- **Ture tangata:** We are creative and innovative. We test ideas and generate new knowledge
  - *Can we do better?*

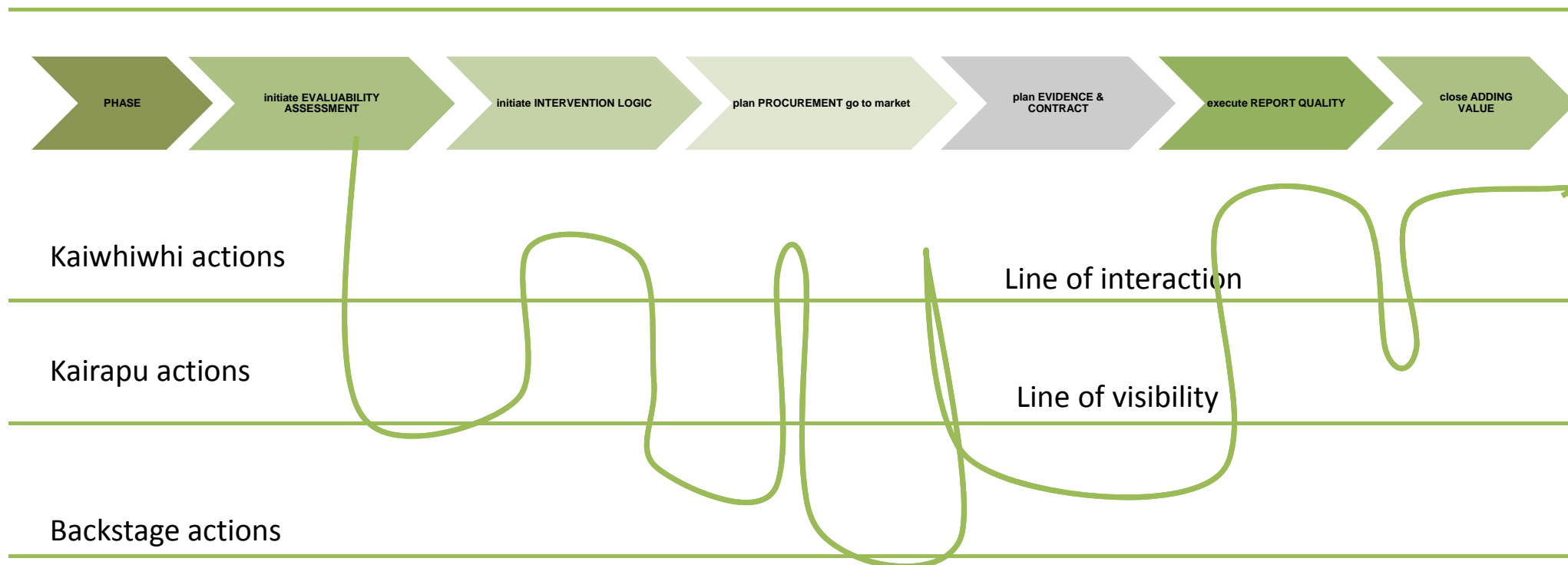# Value proposition: Service design and service blueprint

- Kaiwhiwhi satisfaction doubled through easy engagement
- Confidence of evaluation providers to engage increased
- Consistency, quality and timeliness improved
- Strategic goals of He Uru Whetū, He Ara Haere realised
- Evaluation reports deliver evidence needed for budget bids

Service blueprint: a visual map showing what is happening at the front and out the back

Evaluation service blueprint

| PHASE | initiate EVALUABILITY ASSESSMENT | initiate INTERVENTION LOGIC | plan PROCUREMENT go to market | plan EVIDENCE & CONTRACT | execute REPORT QUALITY | close ADDING VALUE |

Kaiwhiwhi actions

Line of interaction

Kairapu actions

Line of visibility

Backstage actions

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Service blueprint

Iterative development

# Dry weather track to formed road

So how are we doing so far?

Evaluability assessment:

- identified whether we were ready to run an evaluation
- reduced anxiety, gained engagement across policy and investment
- improved evaluation design results are on time, to budget & scope
- time to complete an assessment has been reduced by 80%

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So how are we doing so far?

Logic refresh:

- identified contract weaknesses…contract variation developed
- clarified strategic alignment for the operationally-focussed staff members
- helped explain the respective roles of monitoring and evaluation
- we are synchronising our mahi with our project support office
- Log frame has been integrated into Agile project documentation

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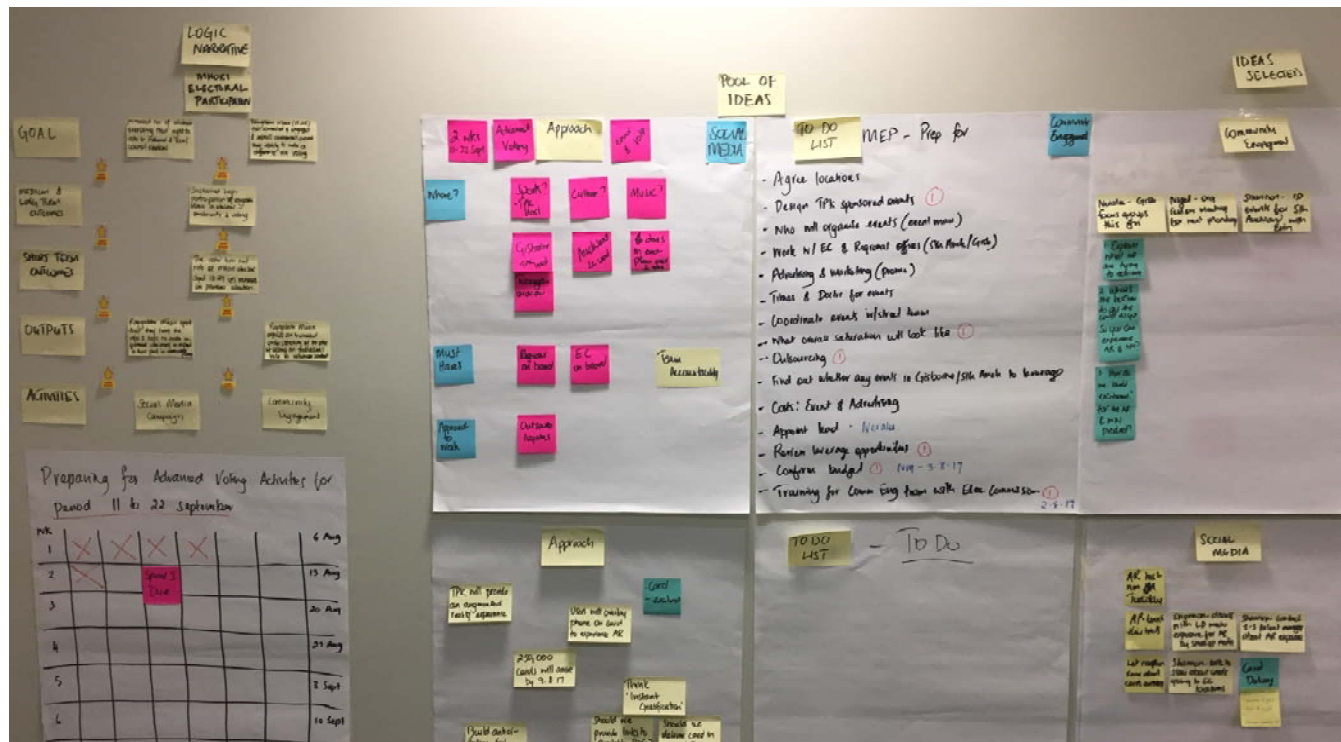
Agile project documentation – by our Project Support Office

Top left is a log frame – made with post its and sign here stickers
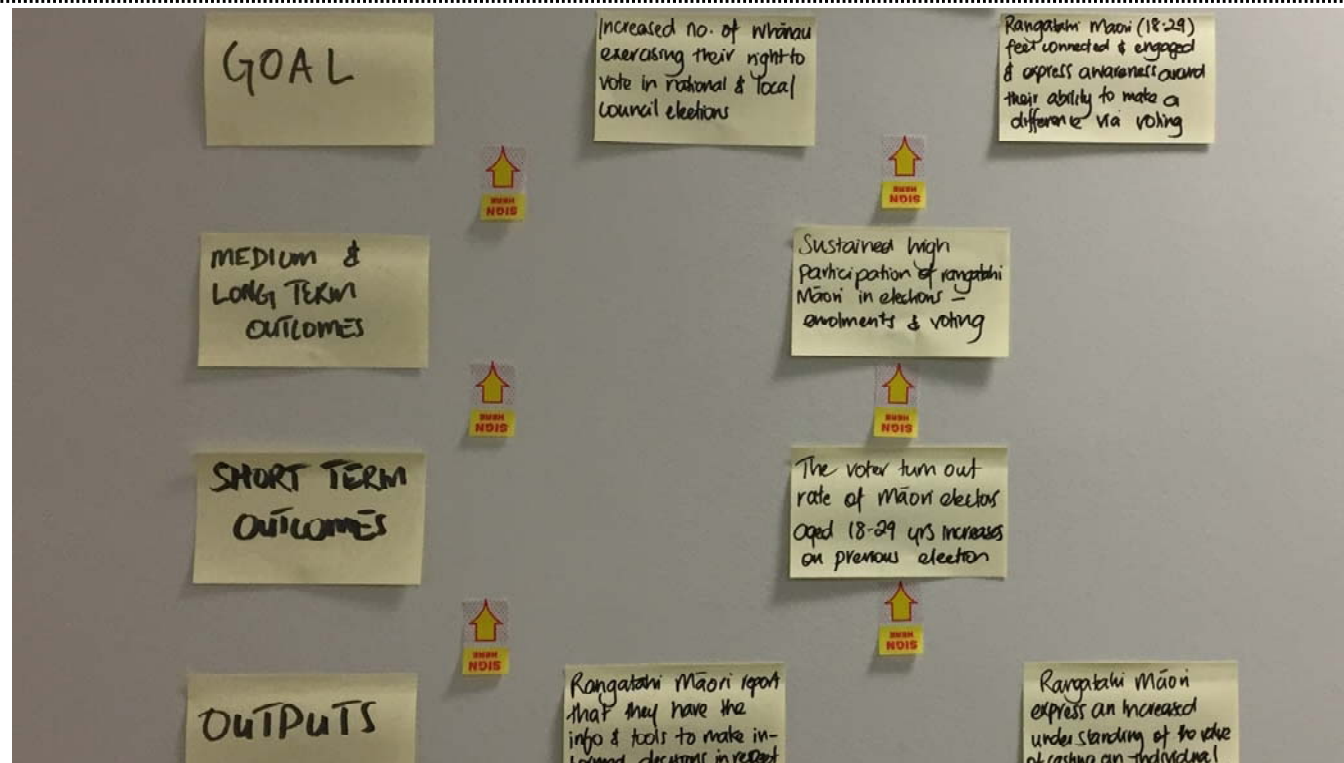
Agile log frame – 4 x 4 intervention logic

Who else is doing this?

- Other than us, no reports of internal evaluation service design.

- If you have already, or want to join this kaupapa, lets kōrero.

What is coming up?

- Procurement – internal to team capability development
- Knowledge transfer – reciprocity – koha community reporting
- Intranet presence to share more widely
- Polishing to reveal Te Ao Māori in plain sight

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References

- This work was set up using blogs and Pinterest

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Pātai - Questions