

# Do You Get What You Pay For? Getting to Grips with Public Service Productivity

Friday 29<sup>th</sup> September 2006

Local Government House, Smith Square, Westminster,  
London SW1P 3HZ

Any government's credibility is based largely on its ability to deliver efficient public services. One measure of the efficacy of government policy and the impact of reform is the productivity of public services. Whilst this Government places great importance on its performance indicators, with managers who fail to meet them given short shrift, the methods we employ for measuring public service productivity are a matter of debate. This conference provides an opportunity to debate these problems. The day offers two high-level overview papers, followed by more detailed examinations of the problems in particular services. Finally, the conference offers an analysis of the links between public service productivity and one major arena for reform; public sector pay setting.

## Speakers:

Aileen Simkins

(Dept of Health; Co-Director Atkinson Review)

'Public Service Productivity Measurement: Micro or Macro?'

Helen Simpson

(IFS, CMPO)

'Measuring and understanding public sector productivity'

Iain McLean and Dirk Haubrich

(University of Oxford)

'The perils and pitfalls of productivity measurement for English local authorities'

Mary O'Mahoney

(NIESR)

'Measuring public sector productivity: the case of NHS Trusts'

Ben Vollaard

(CPB, Netherlands)

'Citizen satisfaction as indicator of police effectiveness'

Carol Propper

(CMPO)

'Evidence on the impact of pay regulation on hospital quality and productivity'

Admission is free, but spaces are limited.

To book a place on this conference please contact Alison Taylor:

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<http://www.bris.ac.uk/Depts/CMPO/events/workshops/psp/main.htm>

