



BENCHMARKING, SERVICES TO CITIZENS AND INTERGOVERNMENTAL RELATIONS

Conference sponsored by

**Forum of Federations,
Institute of Intergovernmental Relations (Queen's University)
Cardiff Business School**

**University Club, Urquhart Room, Kingston, Ontario
October 18-19, 2012**

PROGRAM

October 18

15:30-15:45

Opening remarks

- André Juneau, Director, Institute of Intergovernmental Relations
- Felix Knüpling, Head – Programs and Partnerships, Forum of Federations
- Clive Grace, Centre for Local and Regional Governance, Cardiff Business School

15:45-17:30

Session 1: Forms, Strengths and Limitations of Benchmarking

Based on international examples this session will provide an overview of benchmarking exercises in federal and devolved countries. Questions to be addressed:

- What are the drivers and objectives of benchmarking?
- How does benchmarking relate to other aspects of public management improvement?
- What are the challenges (e.g. data quality, scepticism within governments)?

Chair: Felix Knüpling

Presentations: Alan Fenna (Curtin University)

Clive Grace (Cardiff Business School)

18:00

Reception and dinner for all participants

October 19

Session 2 and 3 will discuss in more depth some of the questions raised in session 1, looking at three policy fields, as well as issues such as:

- What forms of benchmarking are in place/under development? How is the impact of benchmarking assessed?
- Are there examples of “interjurisdictional learning” through benchmarking? How can national/provincial/local governments improve service delivery through benchmarking?
- How does benchmarking influence decision making? What is the cost-benefit analysis?

8:45-10:30 Session 2: Benchmarking in Health and Education: Improving Delivery and Outcomes
Chair: TBA

Education – Presentations:

- Pierre Brochu (Council of Ministers of Education, Canada)
- Arnold Shober (Lawrence University)

Health – Presentation:

- John Wright (Canadian Institute for Health Information)
- Miin Alikhan (Ontario Ministry of Health and Long-Term Care, Health Quality Branch)

10:30-11:00 Break

11:00-12:15 Session 3: Indicators and Outcome Measurement for Immigrant Integration

Although the federal government administers immigrant settlement programs in most provinces, all governments (including those of the largest cities) are active in various aspects of immigrant integration. This session will review the progress made following the 2011 federal/provincial/territorial agreement on desired outcomes and indicators of success for immigrant settlement services.

Chair: Leslie Seidle (Forum of Federations/ Institute for Research on Public Policy)

Presentations:

- Deborah Tunis (Citizenship and Immigration Canada)
- Deb Zehr (Immigrant Integration Branch, British Columbia Ministry of Jobs, Tourism and Skills Training)

12:15-1:30 Lunch

1:30-3:15 Session 4: Moving Forward with Benchmarking

In addition to drawing out lessons learned, this session will address how to engage citizens in benchmarking. The views of citizens and service users are sometimes surveyed, but the results may have questionable comparative value. What other avenues for more extensive involvement, for example users' committees, would allow citizens to participate meaningfully in the development of indicators and in potential changes flowing from benchmarking evidence? Do social media provide scope for incorporating 'softer' forms of intelligence about service quality and ways of improving outcomes?

Chair: André Juneau (Institute of Intergovernmental Relations)

Panelists:

- Nicholas Prychodko (Institute for Citizen-Centred Service)
- Andrew Graham (Queen's University)
- Joseph Peters (Hill+Knowlton Strategies)

3:15-3:30 Closing comments

The Forum of Federations gratefully acknowledges the financial assistance the United Kingdom Economic and Social Research Council has provided for its benchmarking project.

Note: For an updated version of this program, see: <http://www.forumfed.org/en/events/event.php?id=783>