Improving Public Sector efficiency for everyone's benefit

How leaders in Public Sector organisations are overcoming four key challenges

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Introduction

Leaders in Public Sector organisations are under more pressure than ever before to increase performance and drive efficiency. They're expected to do more with less as governments seek both cutbacks and better value for money. They're having to manage their teams' recovery post-pandemic against a backdrop of changing work practices. And they're striving to become more citizen-centric in the midst of all this.

It's a tall order - but is it actually achievable? Can you deliver value, drive engagement, come to better decisions and help to regenerate the economy all in one?

Yes, you can. But our experience of dealing with Public Sector organisations has shown us that the only way to do all that is through leveraging the right data at the right time.

We'll share our experiences of Public Sector organisations in this eBook; giving you an idea of how the re-examination of readily available data can help your organisation overcome those pain points.

KEY PAIN POINTS:

1. Making informed decisions

2. Improving citizen engagement

3. Delivering better value to stakeholders

4. Regenerating the economy

"As a government, we have to take a step back and think more broadly in terms of wider public need and what needs to be done to allow the power of data to be unlocked for all elements of society and the economy."

GAIA MARCUS,
UK Department for Digital, Culture, Media and Sport

Making Informed Decisions

Public Sector organisations have traditionally struggled with outdated legacy systems. There are many reasons for this - lack of sufficient funding, a traditionally conservative workforce and concern over the interruption of essential services all play a role.

Such legacy systems hamper organisational performance. Siloed data results in a lack of visibility and relevant connection to the information that would otherwise help you to make properly informed decisions and efficiently resolve issues as they arise. Without a clear and detailed view of the issues it's impossible to make the right decision within the right time frame.

The answer lies in the integration of your data solutions. By ensuring that all the data is at hand, viewable, and understandable by all those concerned, vital decisions can be made more quickly and with more confidence. The data already exists within your organisation. Pulling it together into a single source of truth is the key.

65%

High performing organisations are 65% more likely to have data accessible to front line employees.

Source: McKinskey

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MAKING INFORMED DECISIONS

Customer Success Story:

Greater Manchester Health and Social Care Partnership

THE PROBLEM:

When you're charged with the physical and mental wellbeing of over 2.8m citizens, collaboration is key. GMHSCP became the first formally devolved healthcare service in the UK in April 2016, prompting a major overhaul of its data infrastructure.

THE SOLUTION:

Central to this overhaul was the collation of information and data from the 11 A&E Departments through the Urgent Care Reporting Tool. Response officers are using Tableau to inform real-time judgement calls on the allocation of resources. Ease of access to Tableau means that the data is available to them wherever their location.

THE RESULTS:

A&E Departments across the Partnership now work collaboratively as a group. Allowing hub commanders real time access to clear data has revolutionised their approach to emergency care. Now a clear view of the data has saved up to two hours in treatment and discharge time. The quicker response times result in better patient outcomes as patients receive faster EMT and A&E care.

RESULTS AT A GLANCE:

Real time collaboration across 11 A&E Units.
The units now act as one, working collaboratively and making informed decisions, rather than working as 11 separate entities.

"Using Tableau, we can see everything that's happening in our hospitals, from how many people are there, to how long they've been waiting and if they require a bed."

GRAHAM BEALES
Head of Business Intelligence, GMHSCP

Improving Citizen Engagement

Much of the Public Sector exists to provide services for the citizens that they serve. In other areas of the economy those citizens would be considered customers and the effort to engage and serve those customers would be a primary motivation for the organisation. The same is true for the citizen as the customer. Just as in any business, your customers are gaining a greater digital understanding; seeking to engage with you online and in real time.

If the public sector is to successfully adapt to this shifting reality then it must develop greater knowledge and understanding of the citizens being served. A clear view of the data available means that making strategic decisions on the services and information available to citizens, becomes more efficient and more effective.

Getting this full view of citizens means using every piece of data that you have about them. Giving them a consistently excellent experience that will help their movement through your services requires real time insights. It means that you need to analyse your citizen's journey at every single touchpoint, identifying gaps and constantly looking for new ways to help them.

Online access reduces time spent interacting with public administration by

50%

Source: McKinskey

IMPROVING CITIZEN ENGAGEMENT

Customer Success Story:

EL PASO
INDEPENDENT
SCHOOL DISTRICT

THE PROBLEM:

When you're a school district tasked with the education of over 55,000 students, ensuring that they're all getting the care and attention they need is difficult enough – but when you throw in the added complexity of a COVID-19 necessitated remote learning programme it becomes even more difficult.

THE SOLUTION:

Using Tableau the school district created a series of dashboards for tracking and reporting learning activities for students. These included dashboards to help monitor WiFi accessibility and the correct functionality of devices. Such dashboards also allowed for monitoring of student health and nutrition needs, and highlighting those students who were potentially at risk of falling behind or not engaging with the remote learning programme.

THE RESULTS:

The collation of data helped the district to function as a unified entity throughout the COVID-19 Pandemic. Tableau made it possible to drill down into the data to view trends at the school, grade, teacher and even individual student level – this holds true whatever country the school is located in. The El Paso District is now using the data to determine the future shape of education for the district after the Pandemic – whether learning is face-to-face, virtual or a hybrid of the two.

RESULTS AT A GLANCE:

Learning participation rates approaching **100%.**

Mismatched grades reduced from **20% to just 1.9%.**

"As soon as we noticed problematic numbers, we could hand them a list of students and say: Here are the ones who aren't engaging—what's your plan, what haven't you tried yet, and how can we get you some help?"

STEVE CLAY
Executive Director of Analytics, Strategy, Assessment, and PEIMS
El Paso ISD

Delivering Value

In the Public Sector everyone is under pressure to do more with less. Governments are under pressure to deliver better services. They in turn put pressure on Public Sector organisations to deliver those improved services, while at the same time applying budgetary pressure. Value for money is a constant demand that needs to be delivered.

The obvious solution is for the Public Sector to transform the way in which it delivers services. Efficiency and transparency will always be the hallmarks of this value driven approach. However, it's becoming increasingly common for organisations to face the challenge of dealing with IT systems that aren't fully integrated and that consequently hinder the easy exchange of data. This can lead to duplication of activities and an increased and inefficient administrative burden.

It isn't possible to transform your operation overnight; at least not within budget. Key to success is finding the opportunities to transform and modernise through automation and digital transformation; allowing you to deliver increasingly efficient services, cutting down on time wastage and improving citizen interaction.

+€250bn

per year potential efficiency gains within the European Public Sector

Source: McKinsey

"Building public sector intelligence (through data) allows for the more efficient and effective operation of governments, and the creation of new public value."

Source: OECD, *The Path to Becoming a Data Driven Public Sector*

tableau

Customer Success Story:

SURREY
COUNTY COUNCIL

THE PROBLEM:

Surrey County Council were already aware of the importance of data within their responsibilities. However, they faced a problem, in that while some staff were familiar with how to use data and the associated benefits, others were completely unaware of its uses. This was resulting in inefficiencies and time wastage.

THE SOLUTION:

When it came to making key decisions the Council quickly understood the importance of fact over intuition. Making Tableau central to their data usage strategy allowed the Council to get a tool for the rigorous examination of specific data sets into the hands of key decision makers. Access to dashboards is strictly limited to staff with permission - heightening security and confidentiality.

THE RESULTS:

Understanding the data at their disposal has enabled the Council to plan more efficiently. A clear view of the issues involved have given rise to a reduction in unnecessary travel. Similarly, Tableau has enabled staff to work more efficiently by cutting down on the time taken to do even routine tasks by improving efficiency across departments. Users report work that used to take a full week now being completed in just two hours.

RESULTS AT A GLANCE:

90%

reduction in time taken to complete some routine tasks.

"In terms of significant savings in time, I mean it's just immense. I had one manager who came to me and said that a job that took a week once a month now takes two hours."

RICH STOCKLEY
Chief Research Officer,
Surrey County Council

Regenerating the Economy

The Public Sector played an increasingly pivotal role throughout the COVID-19 Pandemic, not just in the everyday lives of citizens, but in keeping the economy on track. Central to this was the parallel role that data played within the sector, helping to keep both society and the economy operating at near-normality during the crisis.

The agility and speed that became the hallmarks of the successful Public Sector response to COVID-19 will continue to be essential during recovery and into the future. As new pressures are created by citizens whose circumstances are rapidly changing, the ability to meet those demands will require a mindset and toolkit that is ready to embrace innovation and seek new ways of solving problems as they arise.

In this new environment the ability to have the right data on hand will make the difference between success and failure. Getting that data into the hands of your team can empower them to make clear decisions in real time - consequently delivering better, data-based, solutions.
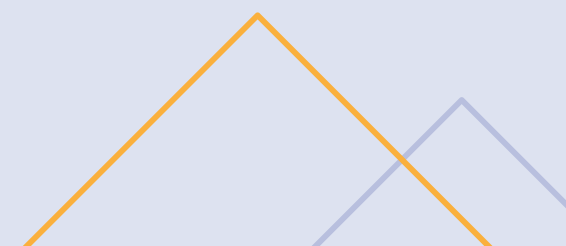
Given the large number of services that governments need to digitize, investment in modular design and low-code development capabilities pays off fast.

Source: McKinsey

Governments must become more resilient and efficient amid the COVID-19 Pandemic so that they can direct available resources to rebuilding their economies.

Source: McKinsey

REGENERATING THE ECONOMY
Customer Success Story: **W** wellcome

THE PROBLEM:

As one of the world's leading financially independent foundations promoting human health, Wellcome has a large budget and the target of making a real difference to human lives. In the area of innovation funding they struggled to understand which projects were most likely to have positive outcomes and thus receive funding.

THE SOLUTION:

Not judging the funding targets on return on investment meant that Wellcome had to take a new approach. They now use Tableau to group innovations by disease or therapeutic category. This has enabled them to see exactly how much funding a specific sector has received and the likelihood of a successful outcome. Funding successful research has an economic benefit arising from both the manufacture and marketing of successful therapies.

THE RESULTS:

Prior to adopting Tableau the innovation team struggled to have a complete overview of any specific funding area. Now they have instant access, not just to the progress of particular projects but to in-depth detail, such as clinical trials, or the need for further research. They have the ability to divert funding to the areas where it will have the most impact - bolstering both the chance of therapeutic success and consequent employment in the sector.

RESULTS AT A GLANCE:

Clearer funding decisions for £5bn budget.

Greater clarity on the impact of funding decisions.

Increased success of research projects creates employment in manufacturing.

"Tableau is transforming the way Wellcome analyses projects treating diseases. Now, the team can simply open up a dashboard and the insights are there."

NATALIE LEACH
Senior Tableau Analyst,
Wellcome Foundation

How Tableau is helping Public Sector organisations become more efficient

We're in a crucial, transformative era for the Public Sector.

However, it's clear that future challenges can be overcome through the smart use of data and adoption of an approach that is agile and adaptive when and where it needs to be. **Tableau supports that agility by:**
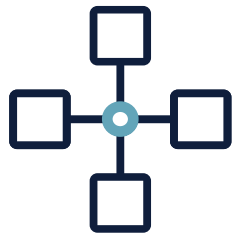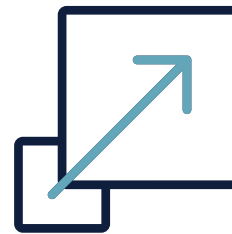
Removing silos for organisation-wide engagement
Bringing together previously siloed data from legacy systems means you can get a clear view of all organisational operations.
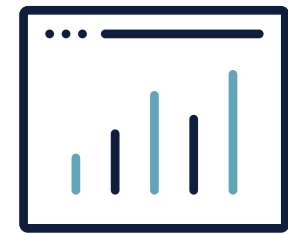
Giving you a complete view of citizens
Tableau gives you a view of citizens at every touchpoint, so that you can respond quickly and efficiently to their needs.

Helping you make critical decisions faster
Tableau puts data and analytics at the centre of your decision making - helping your entire organisation to work more efficiently.

Creating a real time view of your whole organisation
Because reaction speed is so vital, Tableau allows you to make fact-based decisions in real time.

Where do you go from here?

Every company will have different priorities when it comes to the issues outlined in this eBook. We've shown you how some of them made effective use of Tableau - and that may be exactly what you need. But it doesn't stop there.

Learn

Develop your knowledge through our Executive Briefings and webinars at tableau.com. We offer a wealth of information and education; showing you the power of clarity when it comes to making better business decisions. Learn more.

Talk

If you'd like to have a more direct conversation about how Tableau can help to solve your issues then we'll be happy to talk. Just contact us and we'll set it up.
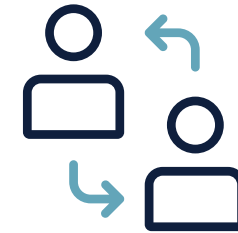
Share

Start to get your team and the rest of your leadership on board. Share the eBook, start a conversation and then get ready for a clearer view of your customer or citizen.

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