

# NZ Innovation Barometer



Wellington is full of smart, creative public servants and through Creative HQ's programme, the [NZ GovTech Accelerator](#), we see pockets of innovative projects happening across government.<sup>1</sup> Complex societal issues require innovative approaches by government

Our research into Public Sector Innovation in 2019 highlighted the current state of public service innovation and revealed a willingness to try innovative methods to tackle problems.

However, despite public servants' efforts to push boundaries and innovate, we heard that opportunities are being missed as a result of institutional constraints. It was also difficult to share innovative approaches and learnings across teams and organisations.

Senior leaders particularly noted that they have not had the data and insights to make strategic decisions to lift their organisation's innovative ability.

**This prompted the development of the [NZ Innovation Barometer](#)**

The framework, illustrated below, shows all the different elements within an organisation which are known from the literature to be the drivers of innovation.



<sup>1</sup> The NZ GovTech Accelerator is a 12-week government innovation programme that takes projects and staff from government agencies who are tackling complex problems and applies proven innovation methodologies to create solutions that work. The programme aims to solve root cause problems, facilitate collaboration, and upskill participants – driving better outcomes for citizens.

Data is collated for each organisation, and for the public service as a whole, to enable comparison between agencies, and tracks improvements over time within and across agencies. At the moment, Creative HQ has data from four pilot agencies, and this will grow over time.

*“The Innovation Barometer supports leaders with the data they need to enable the creativity, intelligence and empathy of public servants to be unlocked and shared between organisations.”* - Jonnie Haddon CHQ Head of GovTech

### **What the Innovation Barometer offers the public service**

- Data capture on the stocks and substocks illustrated above, data which helps the organisation understand their status, compare with other organisations and track progress over time.
- A set of detailed case studies which are a practical demonstration of how innovation has been applied for the benefit of New Zealanders.
- A collation of the various actions that were implemented across many organisations using the data, giving practical examples of what agencies did as a result of using this data.

*“This ...adds systematic capability around how we innovate.”*

- James Roberts WCC Chief Digital Officer

*“On the back of the Barometer process we established a series of partnerships and activities, and hooked into our organisational strategy. It worked.”*

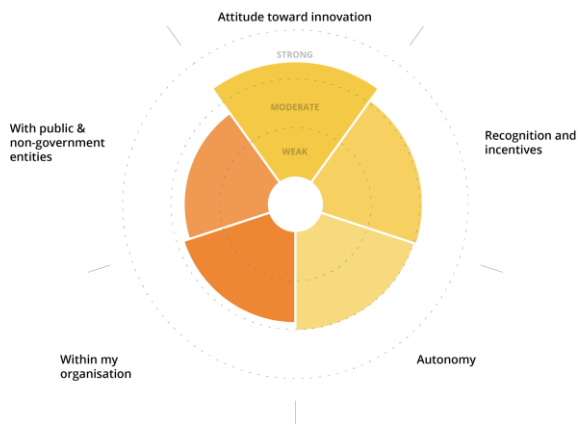
- Thomas Murray MFE Strategic Partnerships

### **Looking at results at the system level**

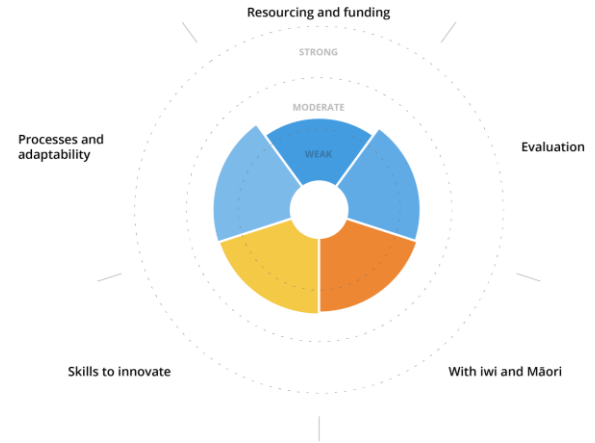
Creative HQ have aggregated the 2020 pilot data which can identify what elements support the public services to enable innovation to thrive. This data is now live on the website. The data collected directly aligns with DIA's Strategy for a Digital Public Service.

Part of this analysis has enabled Creative HQ to summarise the system strengths and areas for improvement. This is illustrated below.

*People are empowered to innovate - Top 5*



*It's the Rules & Systems in the way - Bottom 5*



**Next steps**

The Innovation Barometer is to be offered to another set of public sector agencies. The goal is to scale across a larger portion of the public sector each year, making the all-of-government insights richer and to enable system leads to provide targeted support