

The Treasury

Budget 2011 Information Release

Release Document

June 2011

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- [1] 9(2)(a) - to protect the privacy of natural persons, including deceased people
- [2] 9(2)(f)(iv) - to maintain the current constitutional conventions protecting the confidentiality of advice tendered by ministers and officials
- [3] 9(2)(g)(i) - to maintain the effective conduct of public affairs through the free and frank expression of opinions
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- [6] 9(2)(j) - to enable the Crown to negotiate without disadvantage or prejudice
- [7] 6(a) - to prevent prejudice to the security or defence of New Zealand or the international relations of the government
- [8] 9(2)(h) - to maintain legal professional privilege
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- [10] 9(2)(d) - to avoid prejudice to the substantial economic interests of New Zealand
- [11] 9(2)(i) - to enable the Crown to carry out commercial activities without disadvantage or prejudice.

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In preparing this Information Release, the Treasury has considered the public interest considerations in section 9(1) of the Official Information Act.

Vote Parliamentary Service

Four-year Budget Plan

Version [2.0]

30 November 2010

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Section 1: New Baseline and Summary of Changes

The priority for the Parliamentary Service over the next four years is to provide services to clients (members, parties and users of Parliament) in a way that adds value, is easily accessible, and of consistent high quality. In order to do this, the Service will be concentrating on:

- Automating, where possible, all transactional services within agreed service levels;
- Upgrading / replacing obsolete technology to ensure members and their staff have better access to the tools, information and services which help them to get on with their roles;
- Improved collaboration with Executive Government Support and Office of the Clerk on a range of IT activities. A particular focus will be bedding in the Joint Service Delivery Project and a potential integration of networks; and
- Develop and implement a plan for the seamless transition between the 49th and 50th Parliaments.

The Parliamentary Service has been working with party whips since 2009/10 to establish a Service Catalogue, which outlines the services provided by the Parliamentary Service, and the level at which these services will be delivered. The completed catalogue was in place on 1 July 2010. During 2011/12 to 2014/15 the Parliamentary Service proposes to enhance the value of its reporting activities through analysis of this Service Catalogue and wider client information, and to develop a client insight programme in order to gather clearer information about what services clients are actually looking for, and assess the prioritisation of these. This information will form the basis of business improvement activities to ensure resources are appropriately utilised. The challenge that the Service anticipates, will be to support members and Parliament to engage with their constituents through technology and social media.

Other major priorities for the next four years will include:

- The 2011 and 2014 General Elections;
- Supporting the Fifth Appropriations Review likely to occur during 2011/12 (potentially a sixth depending on General Election timing);
- Client insight programmes to identify changes necessary to meet client requirements in the way that clients wish to receive the services and which require less resource;
- Identifying functional gaps in service delivery and working to bridge these;
- Identifying areas for rationalisation; and
- Establishing baseline measures for organisational performance.

Overall Impact

Operating	Impact (\$000s)				
	2010/11	2011/12	2012/13	2013/14	2014/15
Current Baseline	69,225	66,970	67,078	67,078	67,078
Cost of new/increased activities	1,390	8,846	8,864	10,437	13,937
Amount reprioritised	(1,390)	(4,176)	(5,934)	(7,457)	(8,887)
New baseline	69,225	71,640	70,008	70,058	72,118

Capital	Impact (\$000s)				
	2010/11	2011/12	2012/13	2013/14	2014/15
Capital proposals seeking new funding in Budget 2011.		5,011	1,422	1,422	1,422
Capital proposals seeking decisions in Budget 2011 funded within baselines.					
Transfer – MYA funding within baseline					
Total capital intentions		5,011	1,422	1,422	1,422

Section 2: Vote Priorities and Pressures

As a service organisation to members of Parliament and the House of Representatives, over the next four years the Parliamentary Service aims to provide the services clients want (members, parties and users of Parliament), in the way that they want, to help them perform their roles easily. The Service is continually seeking to make it easier for our clients to do their business, while managing the stewardship of Parliament and its heritage buildings. In doing this the Service will be continually seeking to improve its organisational management (using the State Services Commission Performance Improvement Framework as a base) to deliver a more effective and efficient service aligned to client needs.

The major priorities and pressures faced by the Parliamentary Service from 2011/12 to 2014/15 include:

- Funding and resourcing for both the 2011 and 2014 Parliament transitions resulting from General Elections. This is significant additional work, in a compressed period, with costs that cannot be absorbed within the Services existing baseline (see Appendix 1 for the Budget Bid);
- The Fifth, and potentially Sixth, Appropriations Review. It is anticipated that the Speaker's office funding will be utilised for this purpose;
- Rental, utility and maintenance costs as many either have a contractual increase built in or attract annual CPI adjustments (it may be possible for the Service to recoup some user costs, for example the Speaker has requested the Service develop a proposal to charge the press gallery for use of facilities and accommodation);
- Staff remuneration. *Core staff* – the contract that covers this group of staff requires an annual increase in salary and an annual 'at risk' component based on productivity gains. It is intended that these increases are met from within the Service's existing baseline.
- Staff remuneration. *Member support staff salary increases* – the Parliamentary Service will submit a bid for additional appropriation for remuneration increases for this group of staff as undertaken at the 2010 Estimates Committee hearing and from commitment given through the 2008 collective agreement negotiations process. The contract covering this group of staff expires 30 June 2011, in the year of the General Election (see Appendix 2 for the Budget Bid);
- Depreciation on upgraded / replacement of obsolete technology to ensure members and their staff have better access to the tools, information and services which help them perform their roles; and
- Crown Asset Management. The current multi-year appropriation ends in June 2012. Based on the current Crown management plan, an increase is sought for 2011/12 of \$5.011 million. This will provide for the continued maintenance of Parliament House, the Parliamentary Library, the Executive Wing and the Parliament Grounds in accordance with the Crown asset management plan for the Parliamentary precincts and the Heritage Management Guidelines for Government Departments.

In addition, a new five year multi-appropriation is required from 2012/13 for a total amount of \$16 million. (see Appendix 3 for Budget Bid).

The Parliamentary Service has rationalised recruitment decisions, utilising attrition, to ensure resourcing is appropriately aligned to strategic priorities. The performance improvement framework has identified a number of functional gaps in operational management, critical to business improvement and quality service delivery, which the Service is seeking to close, within its baseline.

The Service is constantly looking for ways to develop economies of scale by working with other agencies on the precinct to provide shared services. Particularly in relation to common services such as ICT and transactional finance services. In the medium term the Service's recent investment in ICT will assist with achieving further savings across the precinct agencies.

Section 3: Proposed Changes for Budget 2011 (Reprioritisation)

The Parliamentary Service is not intending to provide new services, but instead is seeking to continually improve current levels of service. It will be focussing on identifying services clients want, and delivering them in a way that clients want them, with less resource. The Service will be working with members, to consider which current levels of service are sustainable.

The Parliamentary Service does not intend to change the fundamental services that it provides to its clients, however it will continue to look at more effective ways to meet its clients' needs and where required will reprioritise its service delivery, particularly where technology changes, within its existing baseline.

Improving client service through better use of technology (including a new Information Systems Strategic Plan and Information and Communication Technology governance model)

The implementation of a new Information Systems Strategic Plan and Information and Communication Technology governance arrangements are expected to result in a more logical approach to system planning and processes. They should also position the Service for future precinct wide ICT shared service initiatives, including the joining up of Networks, and strengthen its organisational management capability. As new systems are implemented, business processes will be refined to streamline and avoid duplication of effort, which should improve the quality of information and enhance access for members to staffing and financial information.

The Service also anticipates with the new technology currently being implemented (a new financial management system, a new service portal, and upgrading both the operating system and the human resource information systems), while undertaking business process improvements to align to these, that the Service will be able to automate many transactional services. These transactional services, such as management of casual employee timesheets for out-of-Parliament staff, currently take considerable time and effort, not only for payroll staff but also for member support staff. The new technology platform will facilitate greater automation. Services such as this will be able to be automated in the future.

Client insight programmes to identify changes necessary to meet client requirements

The Service has worked with members to develop and implement a Service Catalogue. It expects to continue to enhance transparency and accountability through reporting activities against the Service Catalogue. The Service also expects that more programmes or targeted initiatives will be undertaken as part of a wider client insight programme, to ensure that we stay close to client's needs and expectations of service delivery. The analysis of data from these client insight programmes will enable the Service to prioritise its business improvement activities to ensure resources can be appropriately utilised.

Identification of functional gaps within the Parliamentary Service

The Parliamentary Service has become increasingly aware of critical functional gaps within the organisation. In order to improve efficiencies and better service delivery to our clients, these gaps must be closed. The Service aims to identify all gaps, and prioritise these for remedy when resources become available, either through natural attrition, or at the completion of major projects currently underway.

Establishing key organisational performance metrics

The Parliamentary Service is aiming to improve its overall organisational management (using the State Services Commission Performance Improvement Framework) and as such will be developing baseline data for key organisational performance measures in order to assess its growth in this area. It will be looking to first establish data for key services, then work to benchmark its results against the service sector in New Zealand and other international comparators.

Improved alignment of entitlements and appropriations

The Service is operating within an appropriation structure that is no longer representative of the way in which business is delivered, or how members entitlements are applied. Aligning the appropriations to both entitlements and future business requirements will ultimately improve efficiency, transparency and accountability.

Section 4: Summary of Financial Movements