

## Session 1

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### **Stakeholders: the key to success in measuring government output and productivity**

Measurement of government output and productivity is a very recent development.

Measuring government is more sensitive than measuring other parts of the economy and society.

Need to successfully manage relationships with many stakeholders, including service providers, suppliers of activity data, suppliers of financial data, customers for results, the political level...

To meet these challenges, UKCeMGA developed a communications strategy to :

- Stress the impartiality and independence of the process
- Build partnerships with stakeholders
- Communicate progress and developments on measuring government output and productivity
- Plan and manage public consultation on proposed output measures

Identifying stakeholders and engaging with them

- Development of communications tools
- Communicating with external and internal stakeholders

Role played by Advisory Board in ensuring independence, its terms of reference.

Issues that we faced and resolutions

What's next? Maintaining and building on what we have done to date