

Country Reforms Matrix - Latvia

<u>Lab</u>	<u>Theme</u>	<u>Policy Name/Concept/Leading Institution</u>	<u>Policy description</u>
Lab 1 - Voice	Engaging citizens	Let's Share the Burden Together	<p>The Let's Share the Burden Together initiative was launched in 2013 as a campaign to involve the public in reducing administrative burden and improve public services. An easy-to-use website was created so that people can submit their ideas to reduce administrative burden and improve public services. Suggestions are received by the State Chancellery and forwarded for evaluation to individual ministries. The results of this campaign are reported to the Prime Minister in the cabinet sitting twice a year.</p> <p>The next step was educating public service providers. A Better Service Handbook was distributed to all public servants working with citizens. This sets out the core principles, behavioural requirements of employees and evaluation mechanisms to improve client service.</p> <p>To gather client service feedback, the mobile app Futbols was created. Targeting the younger generation, the mobile app uses geo-location to show nearby public institutions along with contact information. In addition, the app allows users to rate their experience and provide feedback, both positive and negative.</p> <p>To channel positive feedback back to the public service, the Client Service Award will be given for the first time in 2015 to the three most highly rated employees.</p>
	Establishing partnerships	ManaBalss.Lv	To encourage public participation, two young citizens created the online platform ManaBalss.lv in 2011. The goal is to create a positive space for society to encourage new ideas and improve the country. Anyone can submit an idea to improve or create a law. Once the initiative has gained 10,000 signatures, it is officially submitted to Parliament. Since its inception, the site has received 400,000 signatures, attracted 1 million unique visitors and 15 initiatives have gathered 10,000 signatures.
	Integrating groups		
	Using ICTs		
	Involving citizens		

Lab 2 - Design	Utilizing a mix of policy instruments		
	Using joined-up government		
	Fostering a whole-of-government approach		
	Engaging with innovative practices		
Lab 3 - Delivery	Strengthening the civil service	Centralized Information System of the Electronic Evaluation Form	<p>The Centralized Information System of the Electronic Evaluation Form (NEVIS) implements a competencies-based performance management system. The system ensures that cross-government strategic goals are linked as well as vertical links between strategies and goals for individual employees are put in place. Additionally, a new information and communication technology tool was developed.</p> <p>With NEVIS, direct managers/supervisors now assess employees and management is done by objectives. Employees are classified according to 5 job families and each family is assigned specific competencies (24 total). Each family has its own set of 4 performance evaluation indicators and a new 5-point evaluation rating scale was introduced.</p>
	Building a diverse & inclusive civil service		
	Building trust in government		
	Reaffirming the core values in the public service		
	Establishing gender balance in the civil service		
Lab 4 - Accountability	Developing a coordinated government-wide evaluation system		
	Strengthening performance management		
	Identifying what works		

	Utilising policy and programme experimentation/piloting		
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