

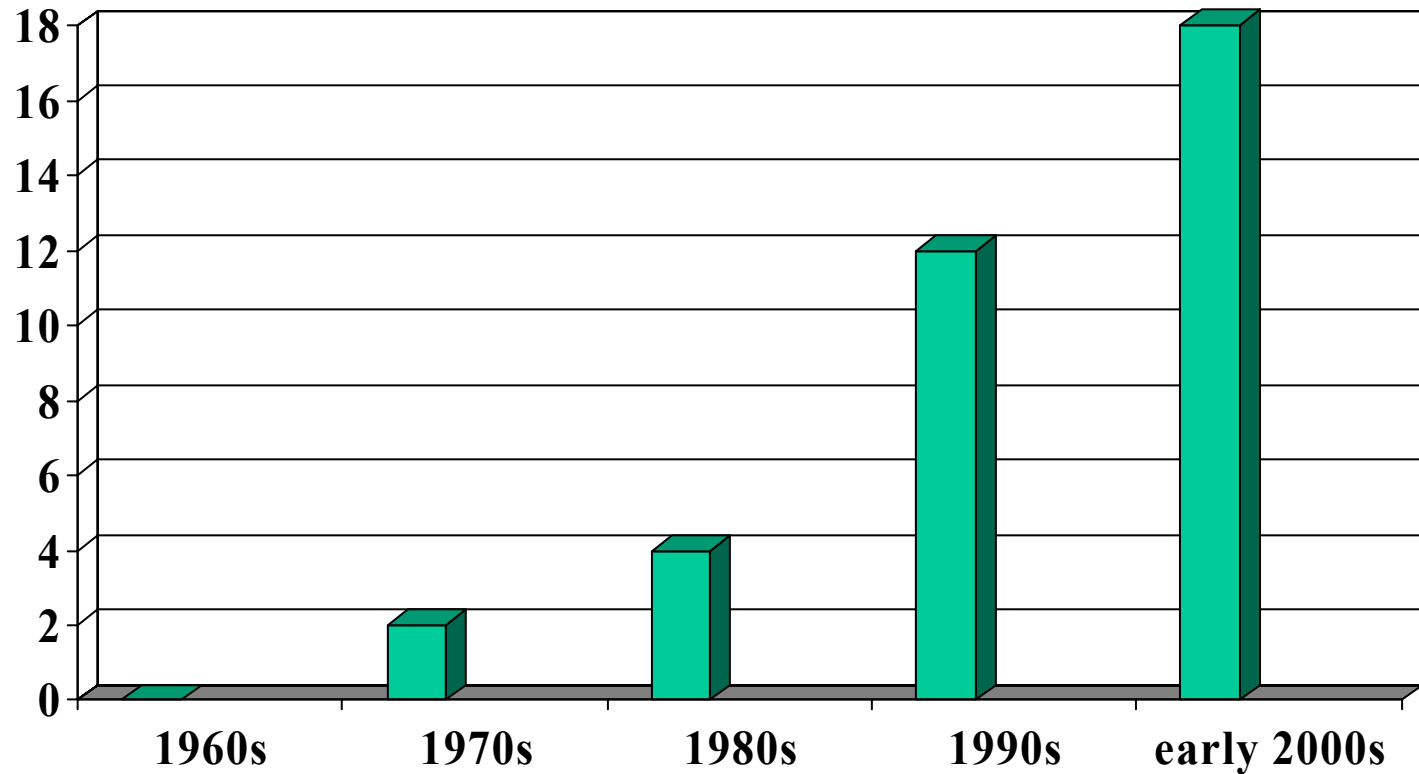
How Does Britain Rank and How Do We Know?

International Rankings of Public Service Performance

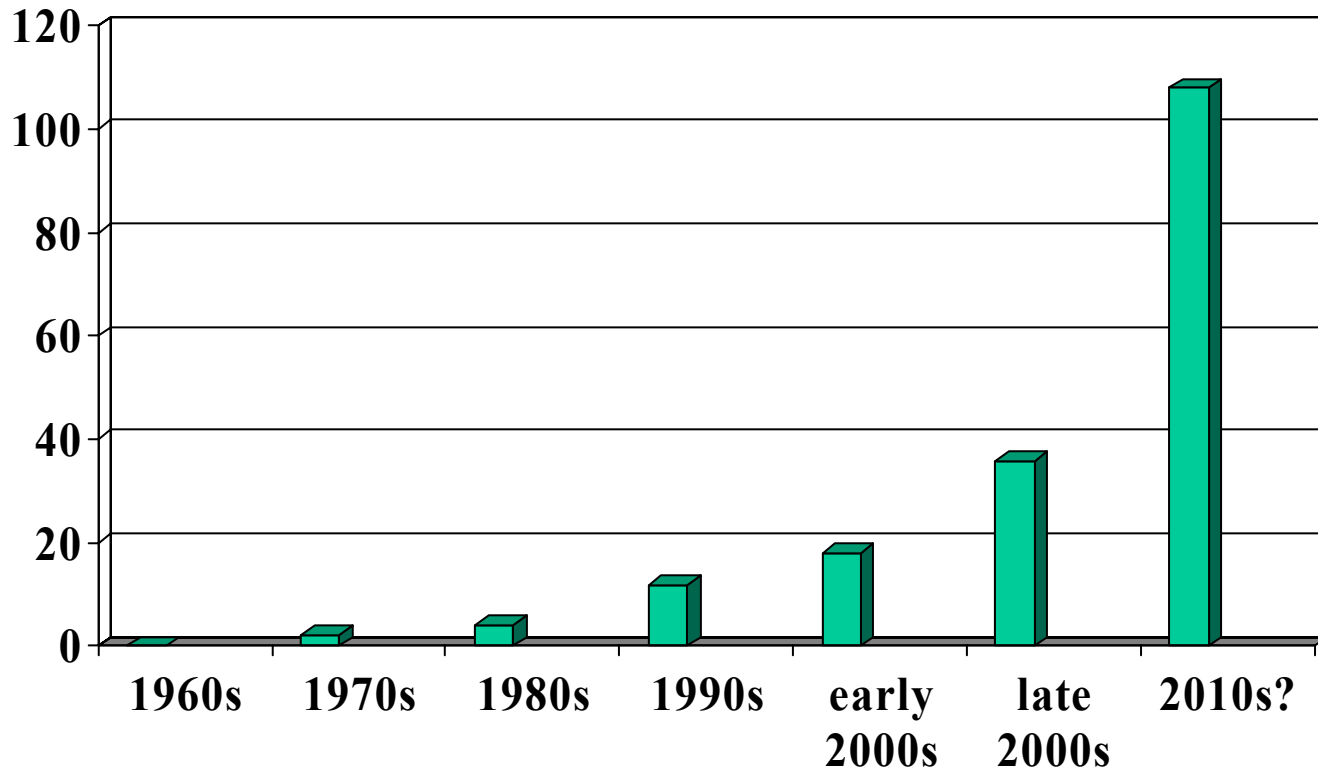
Christopher Hood with Craig Beeston

- **Welcome to ‘Rankingworld’**
- **Ranking Britain on public services**
- **Six of the Problems**
- **Making Sense of Rankings**

Welcome to Rankingworld: The growth of international 'governance' rankings (from Besancon 2003)



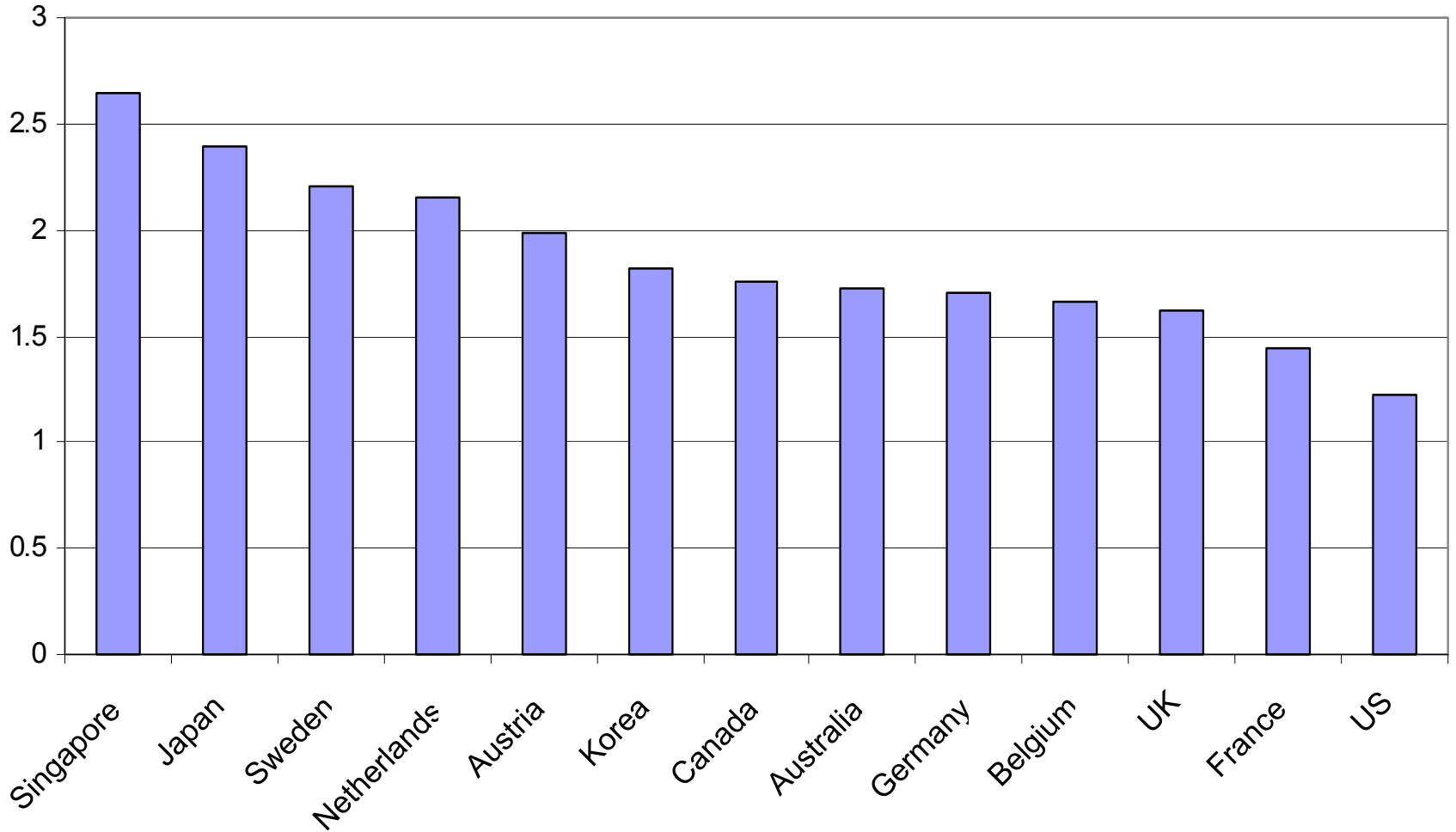
So will the future of international governance rankings be like this...?



So where does Britain rank?

- Looking across a range of 21 rankings, not a single one
- Looking across time, not a single data point
- Looking at Britain's ranking relative to 12 other developed OECD countries, with green for top-third rankings, yellow for middle-third rankings and red for bottom-third rankings

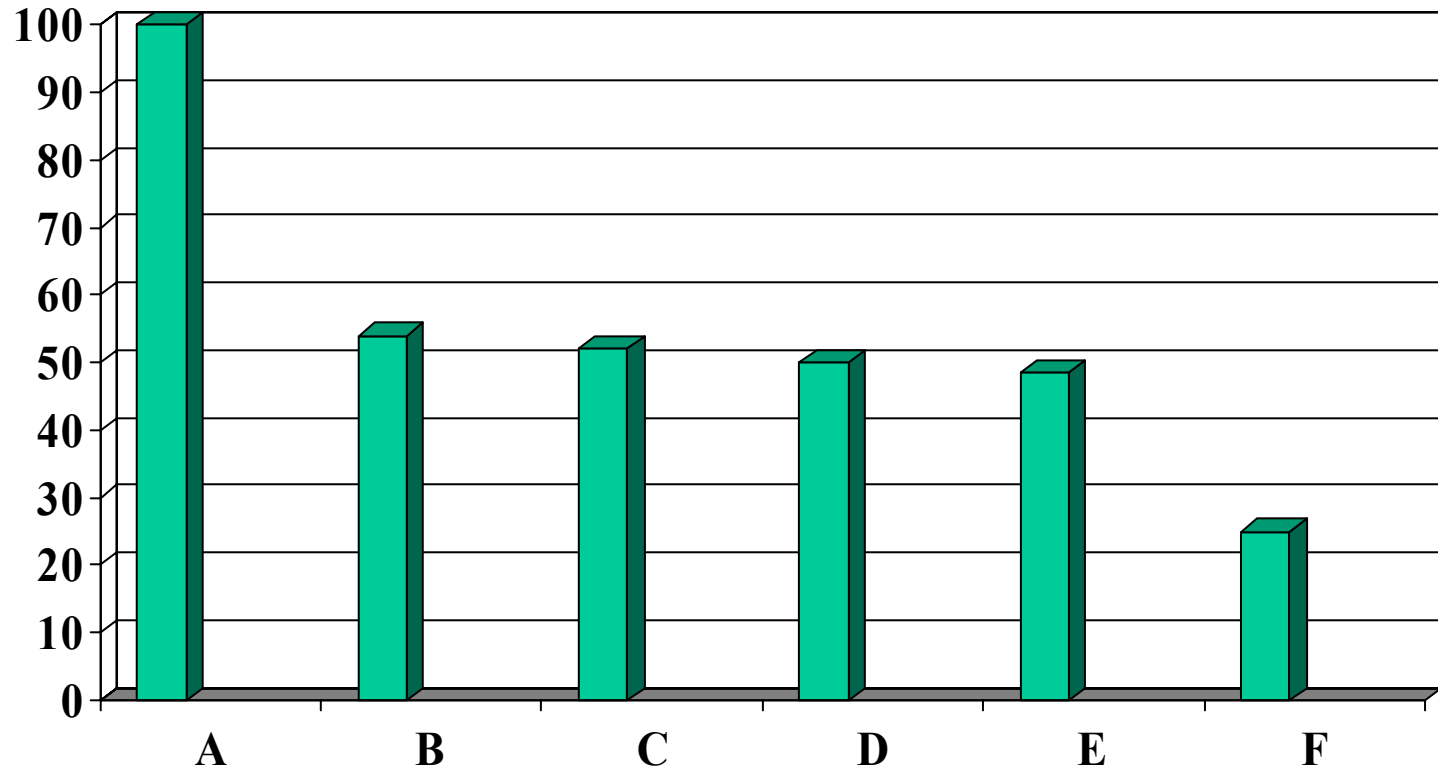
Table 2 - Average Points Score for Indicator Performances



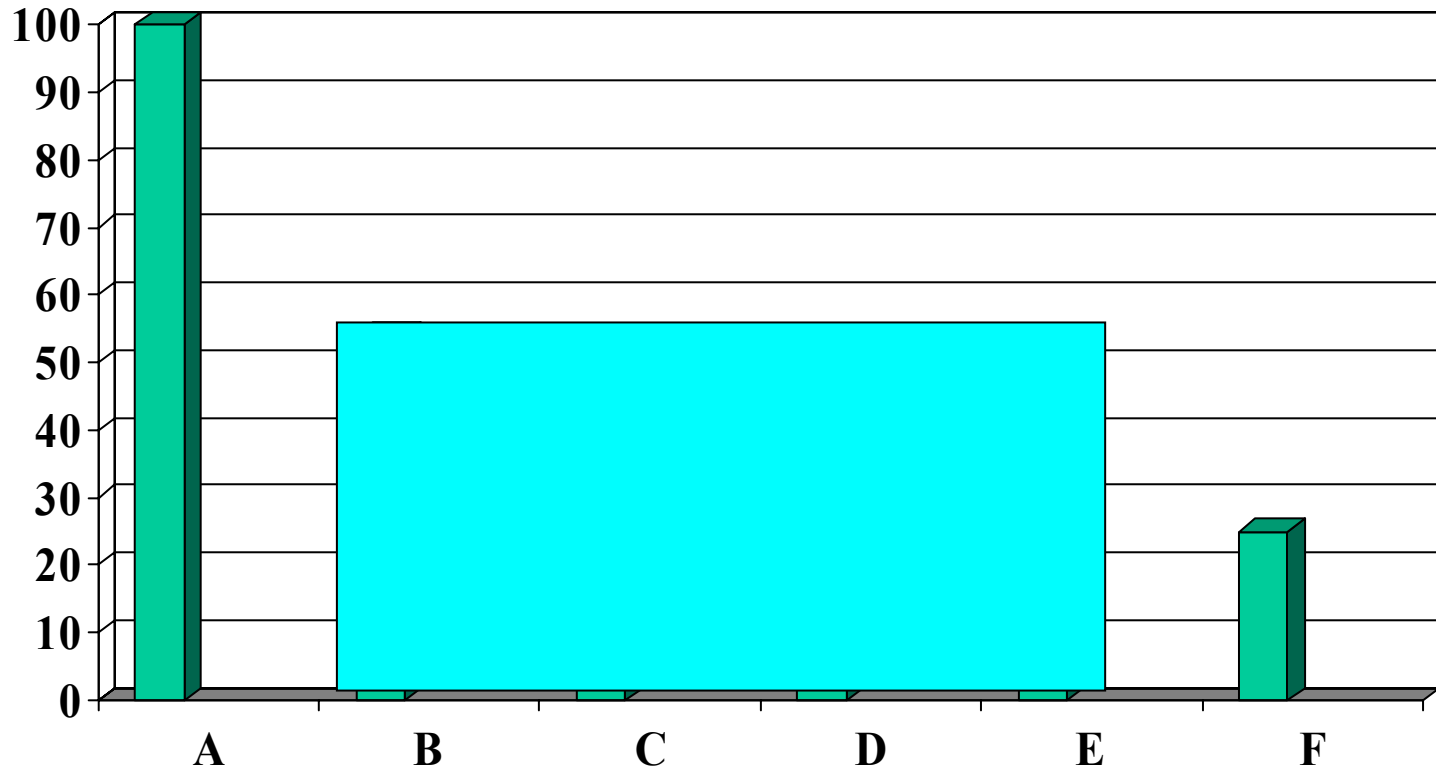
Some of the Problems

- ‘You can only beat who is put in front of you’
- Messy middles
- Ranking shopping: which to choose
- Devil in the detail
- How far rankings tell us about ‘performance’ – or endowment

'Messy Middles': Six Ranks or Three?



'Messy Middles': Six Ranks or Three?



So what would we like for Christmas 2015?

- Data consistently in the same form for the same units over time
- Multiple data sources that complement one another (perceptual, administrative, 'mystery shopper' etc.)
- Data that allows us to match inputs with performance or outputs