

RKA letter of recommendation for Piteå kommun

The Council for Local Government Analysis (RKA) is a non-profit organisation set up jointly by the Swedish State and the Swedish Association of Local Authorities and Regions (SALAR). The Council has the task of:

- administering and developing the Local Government Database
- promoting comparisons between municipalities and between county councils
- promoting analyses of the operations and situation of municipalities and county councils

In addition to running and developing the Local Government Database (www.kommundatabas.se), the tasks of the Council include stimulating comparisons and supporting follow-ups of the attainment of objectives and of resource use in municipalities and county councils. The Local Government Database supplies key ratios for schools, health care and social services and provides the opportunity of following developments over time and making comparisons between municipalities and between county councils in our most important welfare services.

RKA´s experience of the municipality of Piteå

Piteå is one of Sweden´s leading municipalities in using benchmarking as a method for analyzing the differences between their own organization and others on the basis of various comparative figures in order to find paths to development. They are also in a leading position using indicators for quality in order to develop politicians´ dialogues with the citizens. We strongly believe that benchmarking as a method for inducing change is and will remain vital for development of public services, necessary in view of the financial strain on the public sector to be expected due to long-term demographic trends. Also, an improved standard of living in general causes citizens´ expectations on public sector services to change. Quality in services need to develop accordingly. Therefore we find Piteå´s work in the fields of both benchmarking and politician-citizen dialogue most valuable.

RKA can strongly recommend the municipality of Piteå to be awarded with the United Public Service Awards



Anders Norrlid
Director, the Council for Local Government Analysis