Benchmarking Local Government Performance in Estonia: The Minuomavalitsus.ee Experience



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project leader

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MINUOMAVALITSUS
Better local services all over Estonia!

Republic of Estonia
Ministry of Regional Affairs and Agriculture

Co-funded by the European Union

Investing in your future



Residents





Central government



Local Government

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Road since now

2017

Open Government Partnership action plan 2018-2020

2018

Final report on the development of a methodology for monitoring local public services November 2018



2019

Creating Minuomavalitsus.ee is one activitie in the Government Action Plan 2019-2023

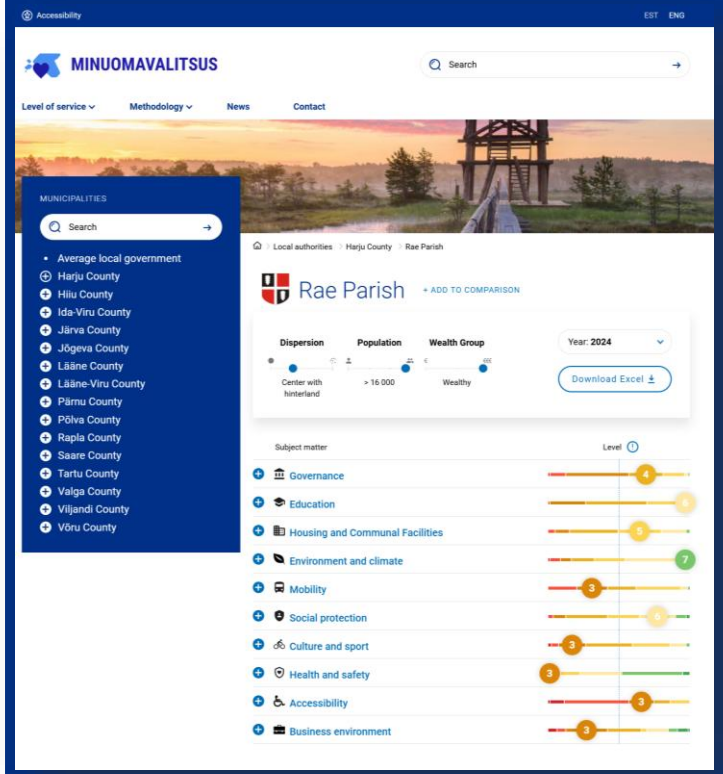
2020

Publishing of the Minuomavalitsus.ee website August 2020

2021 …

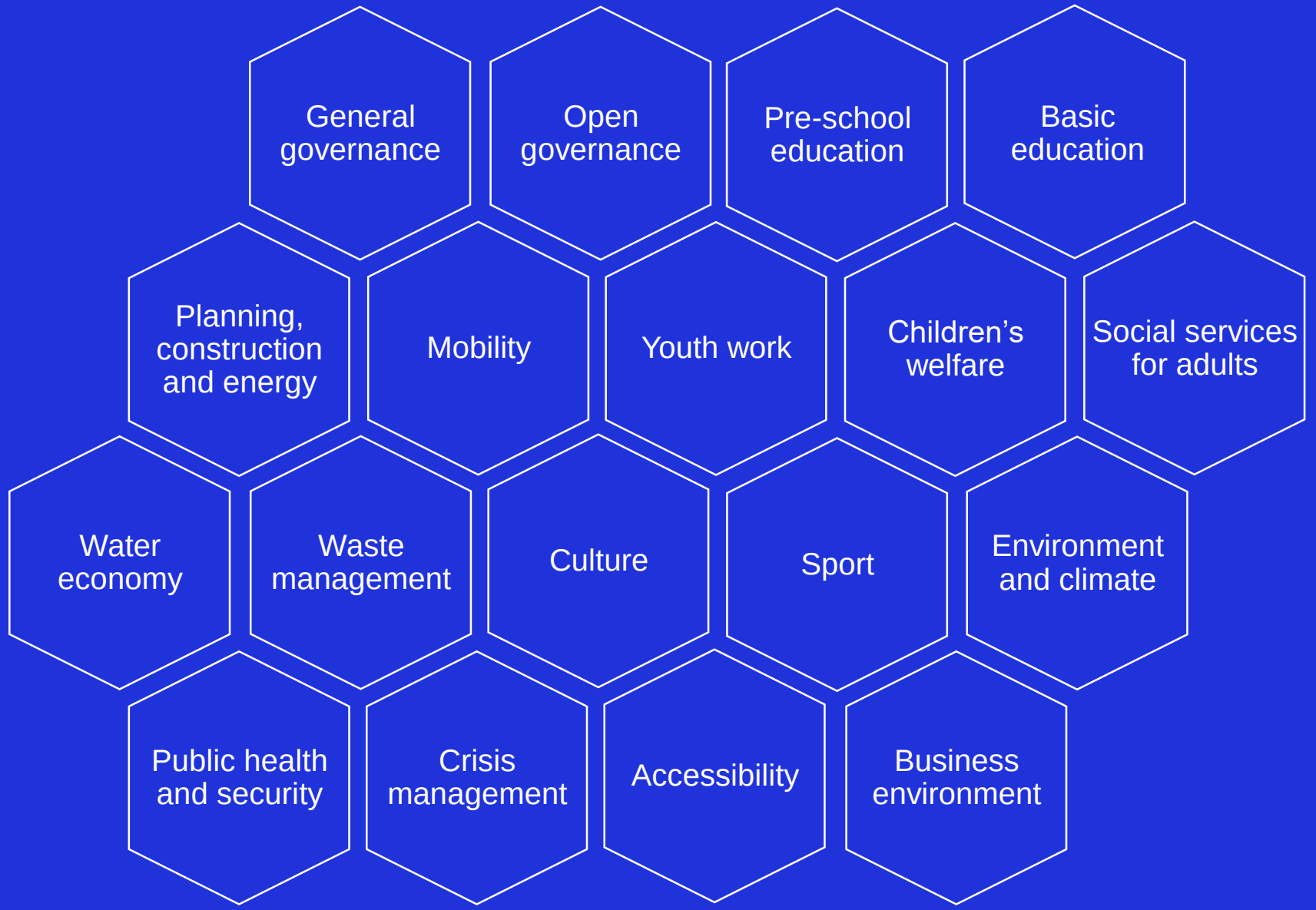
Further development of methology and website

minuomavalitsus.e



minuomavalitsus.ee

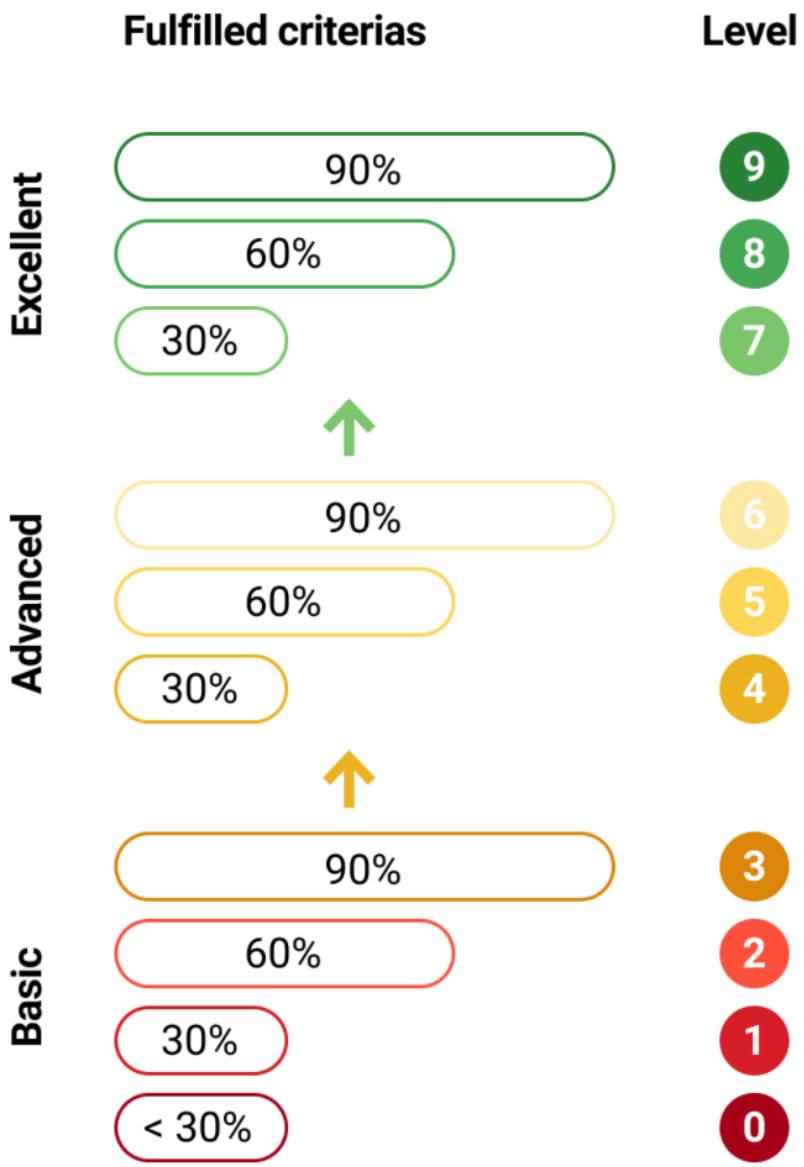
18 services



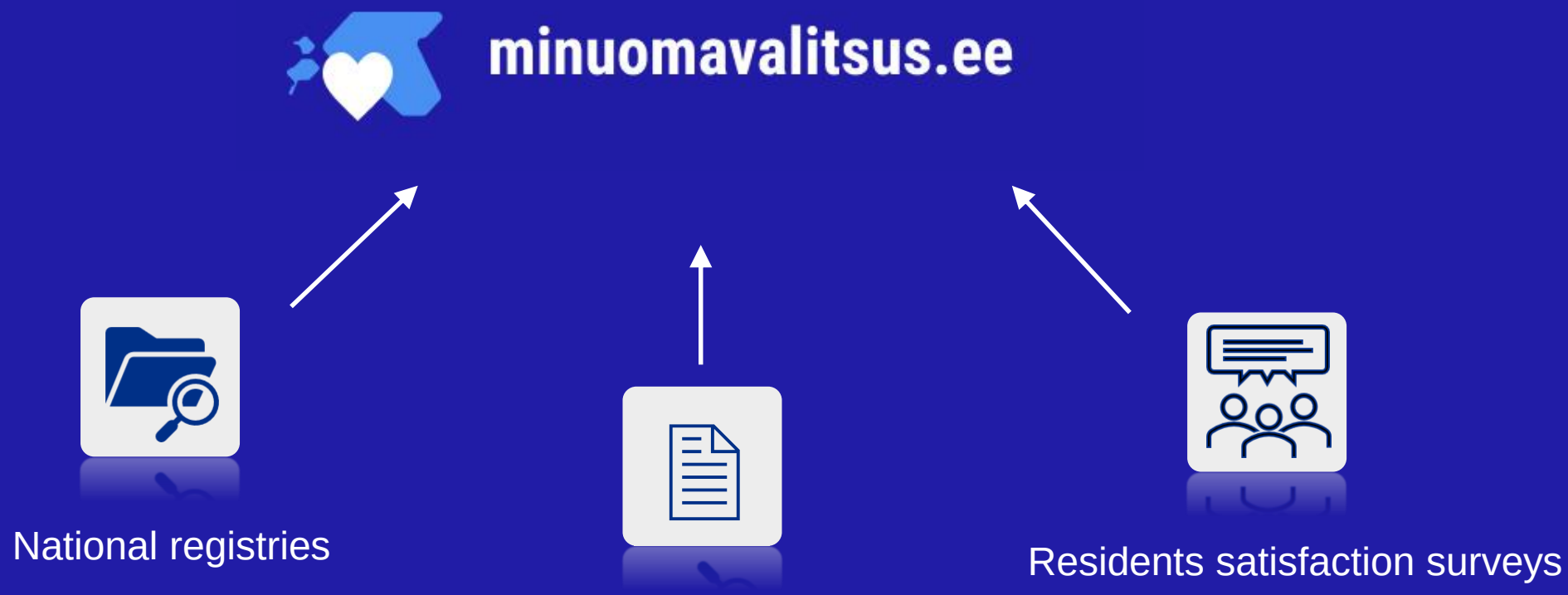
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Evaluation method

- LG-s can achieve service levels in a scale of 0-9 for each service.
- More than 700 indicators
- Service levels are calculated with percentages of basic, advanced and excellent level indicators achieved.

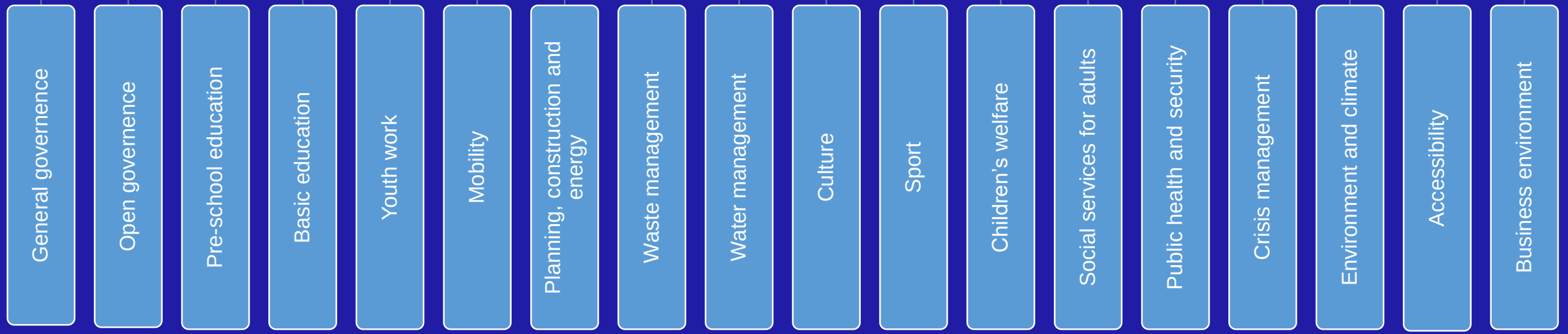


Data sources

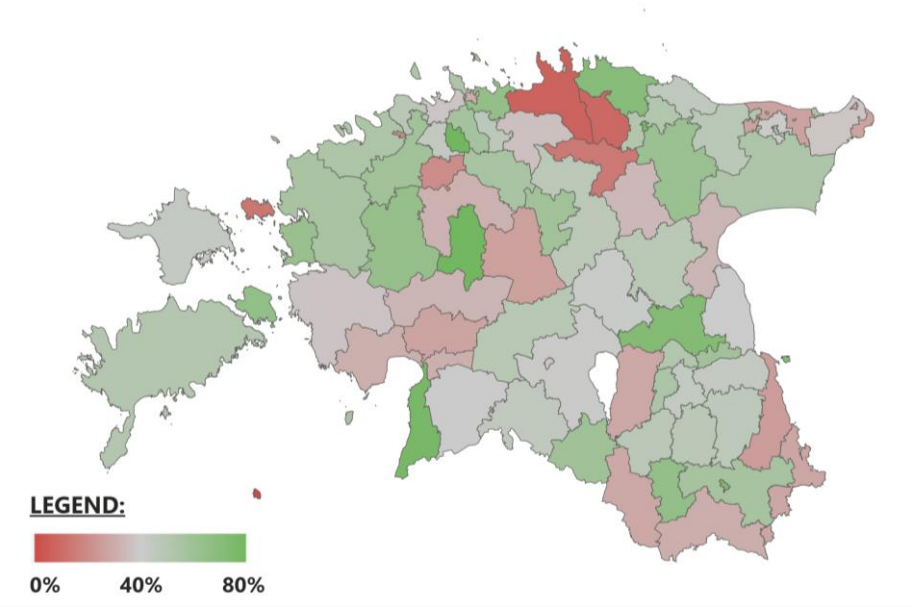


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Local services evaluation council

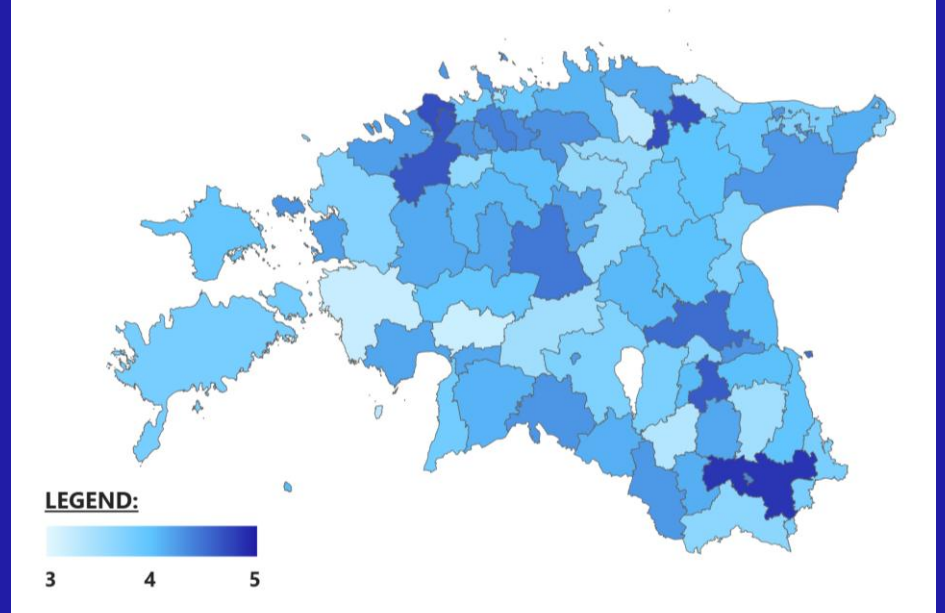


Municipal real estate data



44%

Share of buildings with an energy label of 'C' or higher



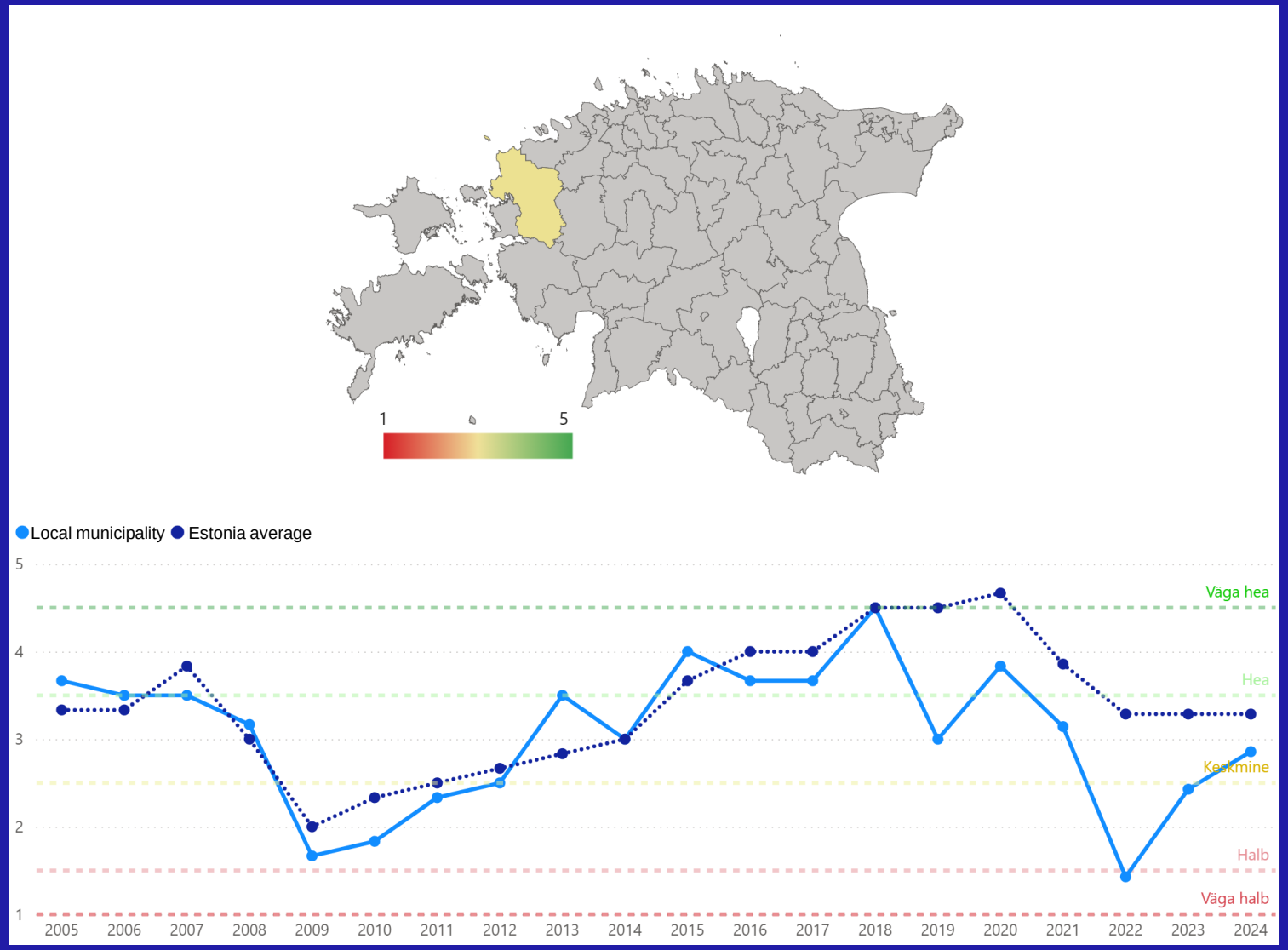
3.96

Real estate condition index (1-5)

Municipal financial health index

Index components:

1. Net debt to operating outcome ratio
2. Operating outcome to depreciation ratio
3. Liquidity and reserves to operating expenditures ratio
4. Salary levels compared to regional and national averages
5. Operating revenue growth in real values
6. Financial costs to operating outcome
7. Condition of real estate

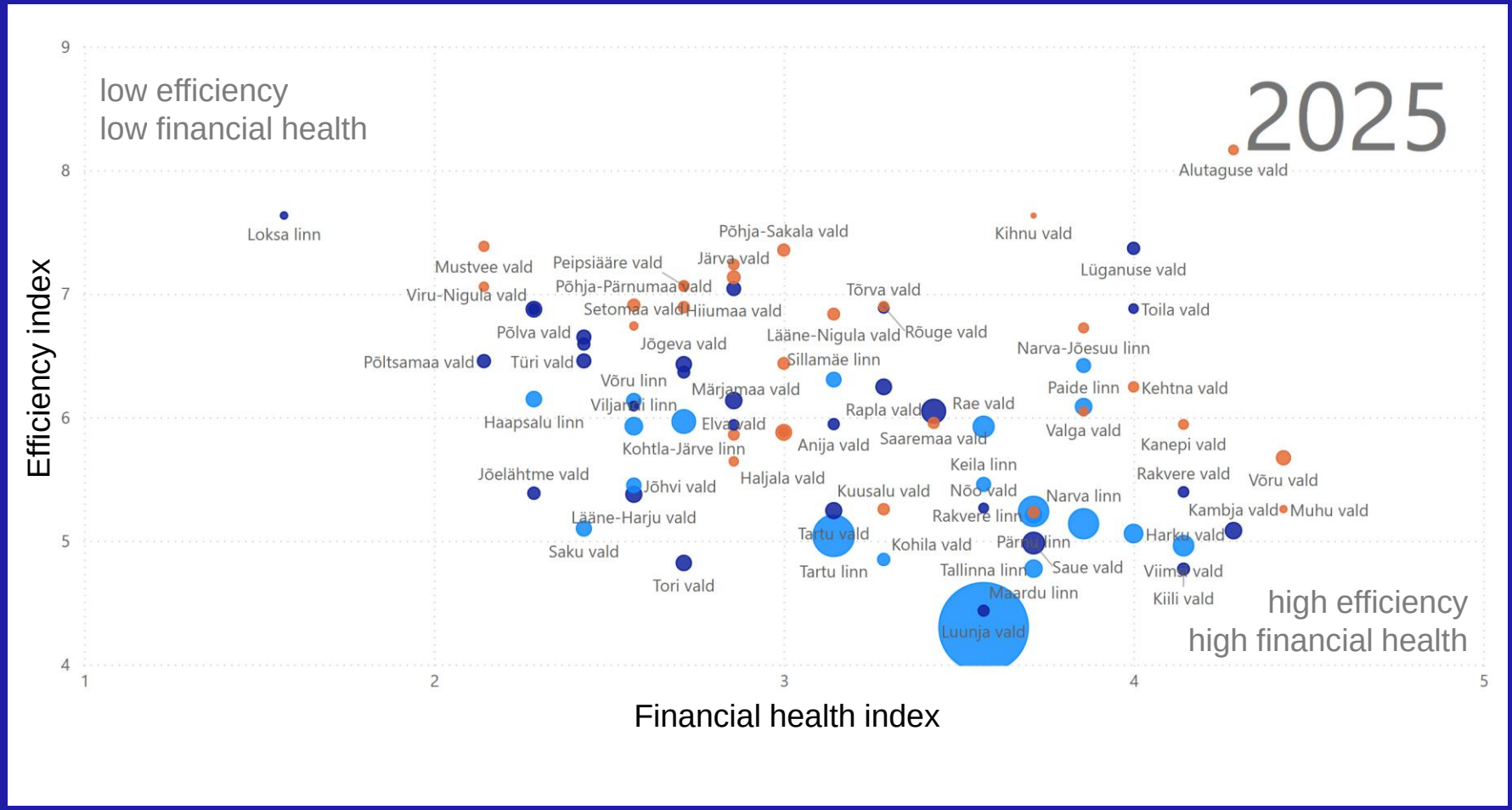


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Municipal efficiency index

Index components:

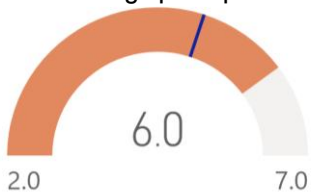
1. Public building space per resident
2. Staff count per 1000 resident
3. Municipal school class occupancy
4. Kindergarten group occupancy



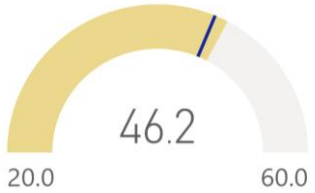
Identifying Efficiency Gaps

Efficiency: 6,87 (poor)

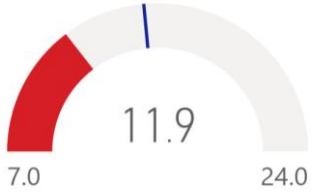
Public building space per resident



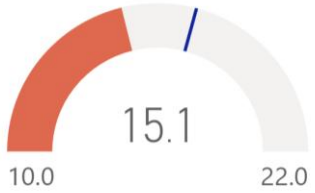
Staff count per 1000 resident

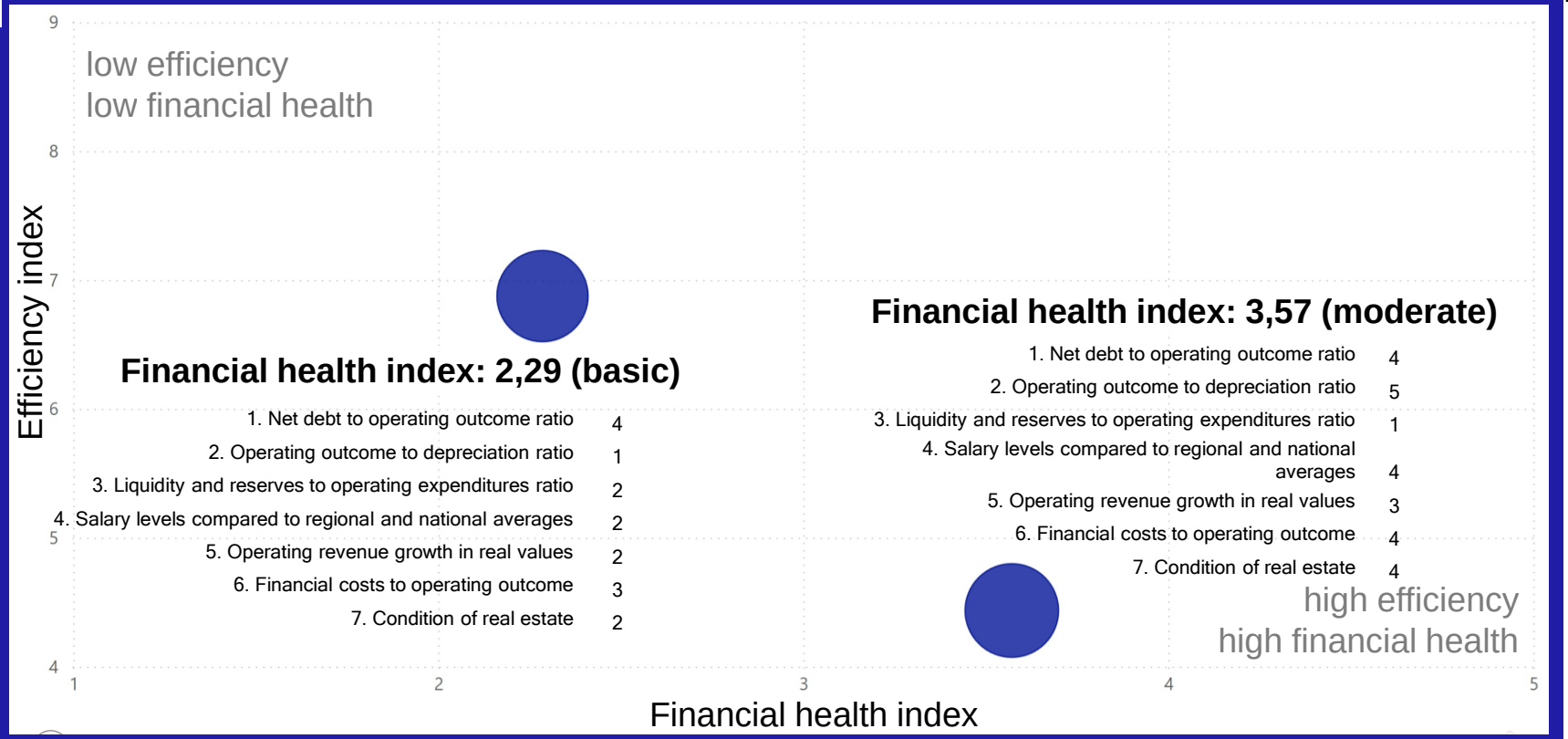


Municipal school class occupancy



Kindergarten group occupancy





Financial health index: 2,29 (basic)

1. Net debt to operating outcome ratio	4
2. Operating outcome to depreciation ratio	1
3. Liquidity and reserves to operating expenditures ratio	2
4. Salary levels compared to regional and national averages	2
5. Operating revenue growth in real values	2
6. Financial costs to operating outcome	3
7. Condition of real estate	2

Financial health index: 3,57 (moderate)

1. Net debt to operating outcome ratio	4
2. Operating outcome to depreciation ratio	5
3. Liquidity and reserves to operating expenditures ratio	1
4. Salary levels compared to regional and national averages	4
5. Operating revenue growth in real values	3
6. Financial costs to operating outcome	4
7. Condition of real estate	4

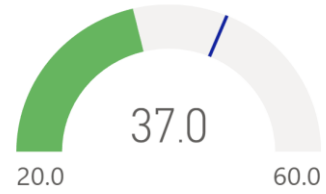
high efficiency
high financial health

Efficiency: 4,44 (advanced)

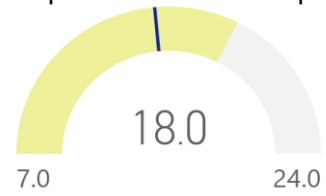
Public building space per resident



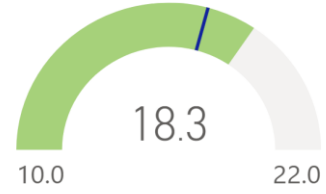
Staff count per 1000 resident



Municipal school class occupancy



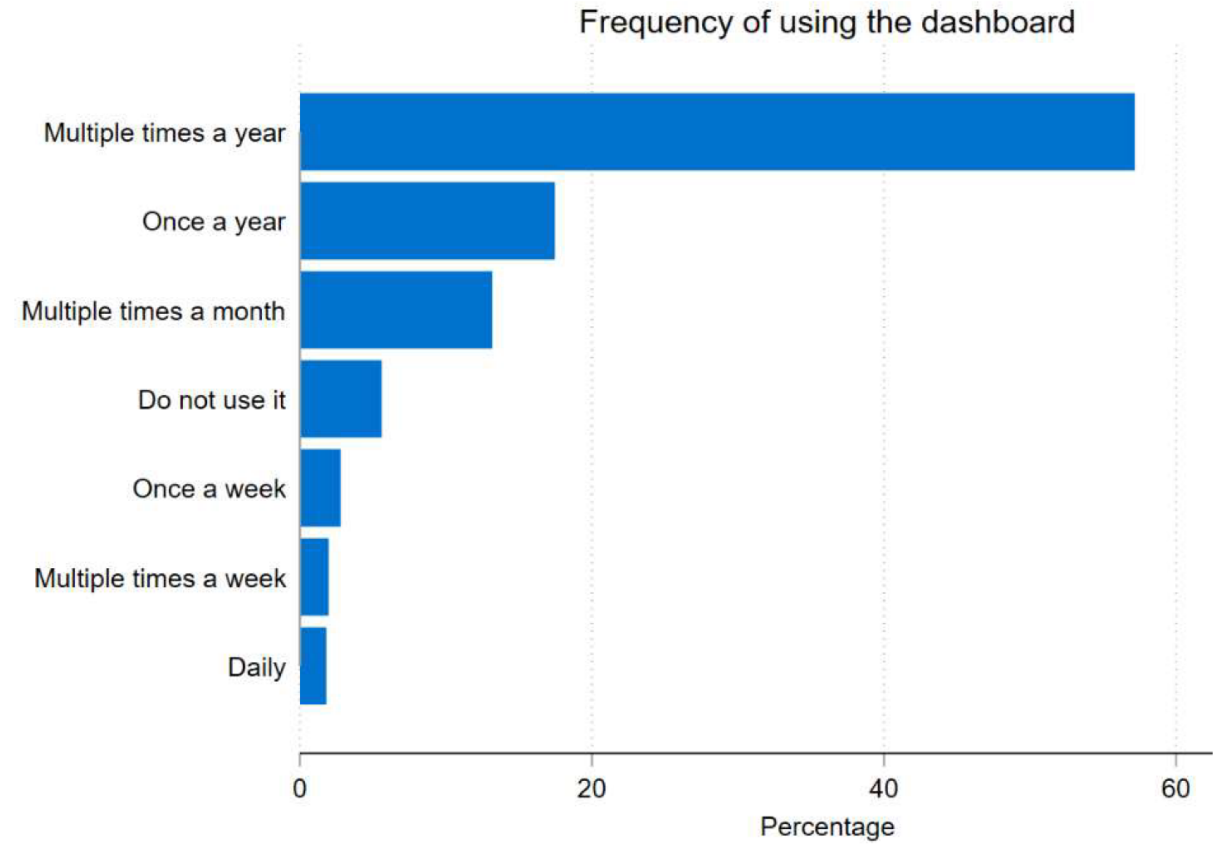
Kindergarten group occupancy



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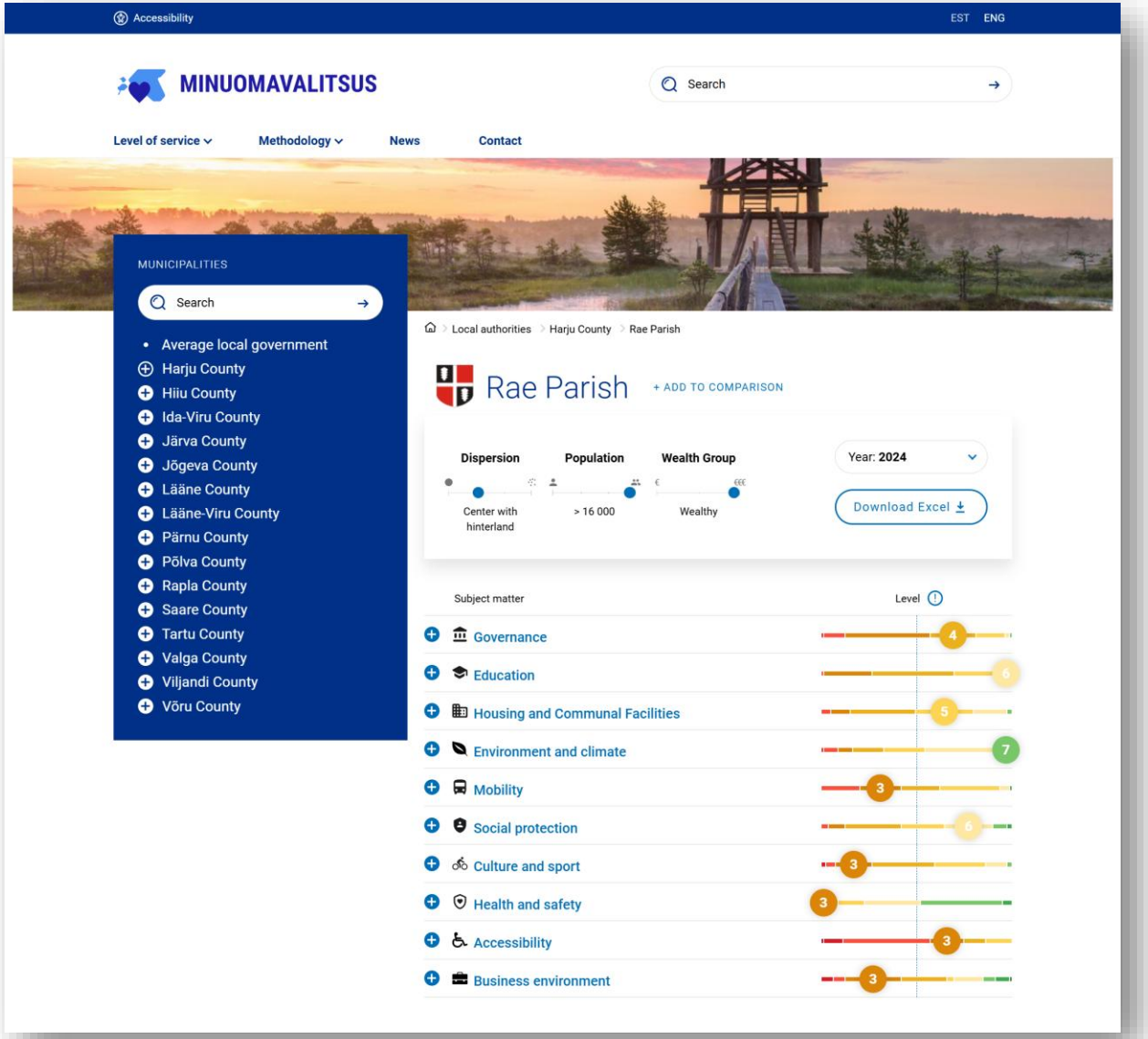
World Bank's survey of municipal public officials in Estonia

Figure 22. Frequency with which the dashboard was used



Source: World Bank's Public Officials' Survey in Estonia (2022/23)

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Investing in your future

Better local services all over Estonia!

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Project leader

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MINISTRY OF REGIONAL AFFAIRS AND AGRICULTURE