

The Netherlands

Public Innovation

The Network of Public Services (NPD) was established to collectively support and inspire public services, share knowledge and expertise and to lobby policy and politics. The NPD is an informal network of over 80 public services.

Together, we present a strong voice towards politics and policy to make our wishes feasible, aiming for improving public services for citizens and entrepreneurs.

- Digital Transformation
- Sharing of Data
- Collaboration
- Simplification of Laws and Regulations
- Good Agreements



THE CHALLENGE

Complexity and a multitude of laws and regulations often pose significant challenges in implementation, leading to difficulties for citizens and entrepreneurs, jeopardizing feasibility, and eroding trust in the government.

Numerous distressing examples exist, additionally, issues arise from ICT legacy, shortage in staff, and difficult collaboration between policy and execution. The NPD improves public services for citizens and entrepreneurs, thereby increasing confidence in the government.

The public services are the first contact with the government for citizens and entrepreneurs. Therefore it is crucial that public services are well-organized and deliver excellent service to citizens and entrepreneurs.

OUR SOLUTIONS

Essentials for Effective Public Services

- Collaboration between public services to increase expertise while identifying and **addressing bottlenecks.**
- Advocating with an **unified voice** in policy and politics on behalf of over 80 organisations.
- Facilitating **cross-functional learning** among employees on topics like Audit, HR, Compliance, and Service Delivery.
- Promoting continuous learning and improvement through **benchmarking.**

