CabinetOffice

The future of public service delivery: a cultural change journey for local and central government

Alexis Cleveland
Director General,
Transformational Government

4th Annual NWeGG Conference
10th December 2008

Making government work better

Transformational Government Vision

- Better for customers – quicker, simpler, more personal
- Better for taxpayers – do it once, do it efficiently
- Better for staff – greater empowerment

Three priority work areas for transforming services

- ICT Professionalism and technology
- Shared service programme
- Citizen Centric Services

“Excellence and Fairness: achieving world class public services”

- Published by the Strategy Unit in June 2008, sets out a vision of world class public services and an overall approach to reform
- Need to accelerate improvements in public services and deliver better value for money.
- Implementation plan for 2009 being drawn together across Departments

Excellent public services are essential to achieving the Government's goals of:

- Fair Rules
- Fair Chances
- Fair Say
- Fair Economy

Fair Rules

- Better use of information allows for fair decisions by fair rules
- Fair access to public sector data – providing data in one place makes it easier to navigate, understand and access
- Secure information-sharing giving efficient, fair decisions that balance rights

Fair Chances

- Ensuring that no-one is left behind in plans for better government
- Digital inclusion agenda includes data sharing and joined up services to support socially excluded
- Choice of channels to meet different lifestyles and needs

Fair Say

- Reform provides an opportunity to give people more choice and control over their lives and the condition of their communities
- Citizen input into service design through customer insight
- Citizen experience measurement – how citizens really feel about services

Fair Economy

“The economy relies on world class skills, welfare policies, infrastructure and productivity in public services. In the current economic context the contribution of public services to economic success will be more important than ever.”

This vision achieved by

- Empowering Citizens
- Enhancing Professionalism
- Strategic Leadership

Empowering Citizens

- Information is key: about services, about the citizen, about the case and about the experience
- Moving Government from consultation to conversation

Enhancing Professionalism

- Raising skills in IT, supplier management, customer insight, service design
- Relentless benchmarking of delivery/ IT process and capability

Strategic leadership

- Giving collegiate leadership to delivery and corporate leaders in departments and agencies
- Focus on what needs to happen where: steering not rowing