

Tell Us Once report to Central Services Cabinet Member meeting – Cabinet Member meeting, 13 October 2008.

## **APPENDIX A**

### **Information taken from Cabinet Office website.**

#### **Putting the citizen at the centre of transformed services**

Government has to be able to listen and learn from citizens and businesses as customers of public services. This is central to the Service Transformation Agreement.

Transformational Government set out the challenge for radical public service reform across government to design services which are more personalised to the needs of citizens and businesses.

The Service Transformation Agreement takes this one step further by placing this challenge at the centre of the Government's plans for public service reform. It recognises the need for the Government to construct and deliver services in order that the citizen is well equipped to conduct their business with government:

- in ways which make most sense for the citizen or business, irrespective of agency boundaries;
- in the manner of the citizen's own choosing; and
- with the backing of considerable communication and readily available support.

The result will be public services that make life easier for people and which are there to serve the public.

In his report, Sir David Varney report suggested that citizens who need to access multiple services from Government (often the most vulnerable) may find it very difficult to do so and are forced to 'join-up public service islands' for themselves. In his report he presented a number of recommendations including:

- Developing a change of circumstances service starting with bereavement, birth and change of address by 2010, so that citizens don't have to notify multiple public services.
- The **Tell Us Once Programme**, a cross government initiative, has been set up to explore whether this proposal is viable and if it can add real value to the citizens' interaction with government.

