



Transformational Government

Enabled by technology

Efficiency

Delivery experts working on the Efficiency Programme have worked up, in their own words, some hypothetical examples that give a glimpse of what may be possible in the future. These scenarios are not policy statements of what will happen: they are illustrations of what might be possible in a simple pragmatic way when the principles of the strategy are delivered. These illustrations simply apply existing technologies to public sector delivery models, rather than trying to stretch the technology too far.

Technology has huge potential to make public service delivery more efficient and deliver value for the taxpayer, while at the same time providing better services. But it is often hard to cut through the jargon and grasp the scale of the savings that could be achieved and what those savings really mean.

- **20 comprehensive schools.**
- **400 teachers for forty years.**
- **400 police officers for thirty years.**
- **4 super hospitals (on a par with the Norfolk & Norwich University Hospital).**
- **funding for an air ambulance for every county in England for four years.**

These are all examples of what you could have on your shopping list to spend the £2 billion gains made in the first six months of the Government's Efficiency Programme. And that's only the start. The Programme is looking to achieve a total of £21.5 billion efficiency gains by 2008.

Interested? Technology can help make this happen:

- **E-auctions and e-procurement.**
- **streamlining corporate service functions.**
- **implementing procurement framework agreements.**
- **shared service centres.**
- **realigning transactional services to reflect modern methods of delivery.**

These are some of the ways we are going to do this. The words might not mean much to those outside the public sector. They do, however, mean something to local authorities and government workers up and down the country.

But they're not so unfamiliar as we might first think.

- **e-auctions are a bit like buying on eBay.**
- **shared service centres can mean being able to do several things in one office rather than having separate offices for each function – for example a local council one-stop-shop, where a customer can deal with a council tax payment, a recycling query and a planning application in just one visit or phone call.**
- **implementing a procurement framework basically means negotiating a bulk discount.**
- **streamlining corporate service functions and modern delivery methods simply means making the most of the technology that we already have available; standardising processes and functions; and offering a better quality of support which at the same time will save everyone involved both time and money.**

These activities all go towards implementing the Government's Efficiency Programme which will make your local and national services more efficient, more effective and therefore cost less to run. Using more modern techniques also means that public services can respond faster to changing circumstances. These resources can then be re-invested back into your local and national services.

And this is the bit where it gets really interesting:

What it means to you is more police on the streets, more teachers in schools, more nurses on the ward, in fact more schools for teachers to teach in and more hospitals for patients to get the care required from doctors and nurses.

By implementing initiatives such as e-auctions or framework agreements for buying the simple things like stationary or office equipment the public sector organisation becomes more efficient and can achieve real value for money – your money. And in turn it can release resources – time, people or money – back into your front line services such as education, health and law & order.