

# Transformational Government

## *Enabled by technology*

### Education

Delivery experts working at the Department for Education and Skills 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.

The Transformational Government strategy is strongly underpinned by *Harnessing Technology: Transforming Learning and Children's Services*. The *Harnessing Technology* strategy includes taking a holistic approach to:

- meeting the needs of customers.
- integrating online information and services on Directgov.
- seamless linking to local facilities.

#### Juliette: a user's experience

Juliette has three children, Emily aged 4, Stewart aged 12 and Peter aged 16. Like many busy working mums she uses her lunch-break to deal with family matters and uses the Directgov link on her employer's intranet quite a lot.

" Today I'm using Directgov to search for a new childcare provider for Emily that's closer to the route to and from work; Emily is due to start primary school next year so I'd best do a bit of research on that. I just enter my post code to search for schools, their performance and

facilities, and then go straight through to local authority online admissions.

" Now I am going to look up Stewart's school. I'll check the register and make sure that his attendance is fine and homework deadlines are being met. I can check out the details of the school trip his teacher e-mailed me about and pay for it online. Next, a look at his personal learning space – good comments from his teacher on his work on geography! But I can see he needs some help in history, his marks are slipping. Must remember to discuss this with him at the weekend and see what parents materials I can find to help him via Directgov.

" Next a quick look into Peter's personal learning space. I'm pleased to see positive comments from his Spanish teacher. His confidence has grown so much since the video conferences started with the expert school up in Durham and with the twinned school in Spain. I can see that he has some advice discussions coming up with the school about staying on and choosing Higher Education (HE) – now I can have a word with Peter ahead of that. I'll just check the options and money implications because I saw a link on TV the other night to the HE student and Education Maintenance Allowance (EMA) sections on Directgov.

"I've done loads very quickly , as easily as browsing a few sites from Google. I need to get back to work now. I've got that discussion with my manager about my personal development this afternoon. We can look at my own qualifications record and development reviews from my last job in my own personal online learning space and then I can update it afterwards. I'm hoping he will agree to me doing some course searches on Directgov and then trying one or two of those online taster courses to see what's right for me."