

**Sent:** 14 December 2005 23:02  
**To:** IT Strategy Project Team  
**Subject:** Enabled by technology.

All great in theory but implementation is everything and a change in attitude and culture is needed to achieve it. The fact is that government is populated by small minded jobsworths whose only interest is in organising jobs to suit themselves and give the minimum possible service to the public while pocketing loads of tax payers money. I have recently emailed the CRB to get a disclosure form but they will not respond to my emails except to tell me that I have to phone a premium rate phone line (a so-called "national rate" line at around 5 times the usual national call charges). This in itself is contrary to COI recommendations. Alternatively I can request an application form from someone else. An application form for an application form! Truly beaurocracy gone mad! What is so special about an application form for a Disclosure anyway? Why can't I pick one up from the post office or download it from the internet.

I look forward to hearing from you.

Anonymous