



### **Transformational Government**

As an early adopter of technology the East Riding of Yorkshire Council has transformed the delivery of front line services to its citizens, providing greater choice and personalisation. The Council therefore welcomes this strategy, which it feels builds upon the service transformation of recent years. In response, the Council has a number of comments relating to the proposals contained within the strategy.

Many citizens accessing public services have complex multiple enquiries, across a wide range of service functions, often requiring mediated advocacy skills and referral to specialist advice. Citizens, particularly those from vulnerable client groups, preferred method of contact continues to be face to face. Whilst the concept of 'closing down' traditional channels of access is desirable from an efficiency viewpoint this is not a perfect world and local authorities would find this very difficult to achieve without disadvantaging those areas of the community which already have difficulty accessing the appropriate services. Citizens will use the most appropriate channel. A large percentage of the population will remain static and are not e-enthusiasts or e-literate, as such strategies will be required to support the required behavioural changes. The wants and needs of citizens in both urban and rural communities must be reflected.

Government services are yet able to fully exploit mobile technologies, and to be able to the supporting infrastructure must be made available to all communities. The strategy needs to drive all sectors to work collaboratively and across boundaries, sharing infrastructure and information. There seems to be no visibility given to the single customer/business/employee account and surprising that the strategy makes no reference to Government Connect. Services should be driven and delivered locally across all sectors i.e. passports and driving licences, building upon the critical mass of expertise that already exist in local authorities. The text does not seem to adequately capture the spirit of 'end-to-end' transformation of the front-line/back-office relationship.

The Shared Services agenda must have clear linkages to the appropriate inspection regimes, with those who re-invent the wheel penalised and those who work in partnership rewarded. There must be effective processes to ensure continuing innovation.

The role of local authorities must not be over looked, with appropriate representation on both the Transformation Board and Customer Group Directors.

1<sup>st</sup> February 2006.