

Central government improvement that citizens can feel

The supplied evidence combines a clear policy case for citizen-centred services with practical examples of faster flow, fewer handoffs and lower cost.

75%

reduction in MOJ recruitment flow time

GBP 152k

annual saving from removing paper applications

44

government contacts after one bereavement

89.9%

calls resolved at first contact in Cardiff

What the evidence says

Public services improve when they are designed around the citizen or business journey, treated as end-to-end processes and managed to resolve more issues at first contact.

What this means for leaders

A focused programme can start with one high-volume service and build a credible case for wider transformation through measurable early results.

Citizen-centred services: organise around need, not departmental boundaries

The Varney Review described a public-service island economy in which citizens are often left to join up government services for themselves.

44

contacts after a typical bereavement

1st contact

target point for resolution

25%

contact-centre cost reduction target

24/7

service expectations are rising

Design the whole journey

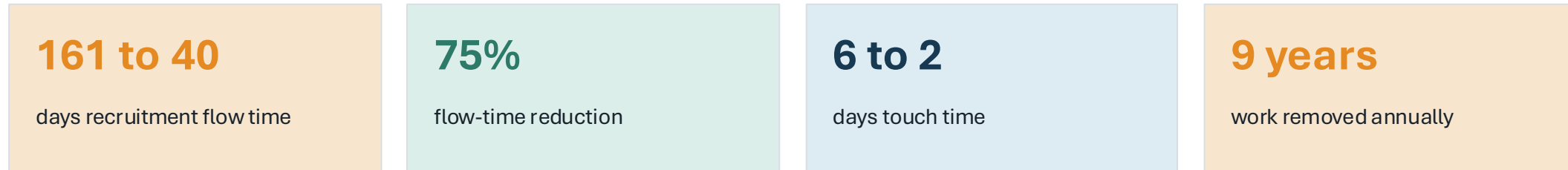
Service transformation is not simply about technology. It is about coordinating delivery around the needs of citizens and businesses.

Remove avoidable duplication

Shared identity, coordinated channels and better first-contact resolution reduce repeated transactions for citizens and unnecessary work for government.

MOJ recruitment: reduce flow time and remove administrative waste

The supplied NAO-MOJ event summary shows how a specialist recruitment pathway was redesigned around faster flow and fewer handoffs.



Simplify the process

Eliminating paper applications was reported to save GBP 152k annually and remove nine person-years of work.

Reduce handoffs

Internal handoffs fell from 118 to 42, while handoffs to the candidate fell from 28 to 13.

HMRC recruitment: create predictable pathways for different demand

The supplied NAO-HMRC event examples distinguish high-volume recruitment from specialist hiring and redesign each pathway accordingly.

16 to 4

weeks: high-volume recruitment

75%

high-volume flow-time reduction

21 to 7

weeks: specialist recruitment

40%

specialist touch-time reduction

Use the right pathway

High-volume recruitment used a vacancy supermarket and standardised telephone interviews to remove avoidable waiting.

Make decisions quickly

The specialist pathway introduced a one-day hiring cell for same-day decisions and negotiation, with a standard route for progress tracking.

Local public services: resolve more issues at the first point of contact

The Varney Review and Local Government White Paper both support services organised around citizen need, local flexibility and joined-up delivery.

89.9%

Cardiff calls resolved at first contact

70%

reduction in calls to Worcestershire Carer Services

~200

national outcome indicators proposed

1 journey

joined-up service for the citizen

Give local teams room to improve

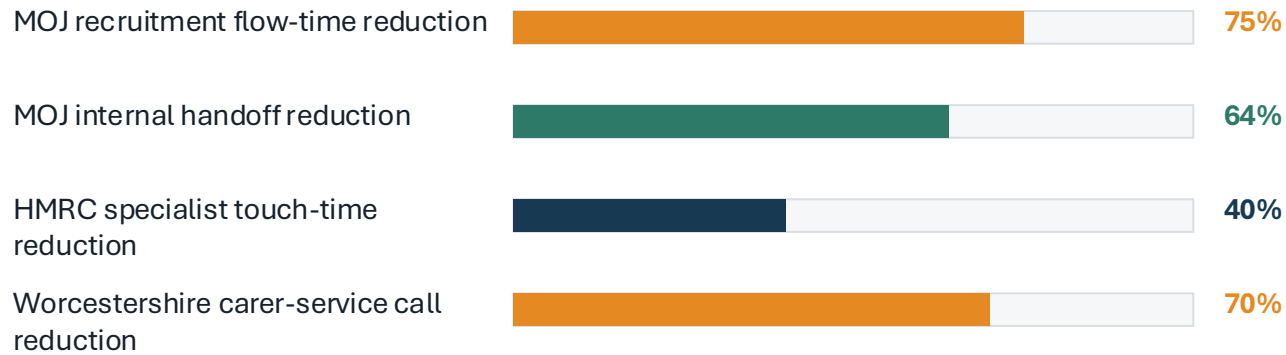
The White Paper argues for less central reporting burden, more proportionate inspection and greater freedom to respond to local needs.

Work across boundaries

Joined-up services help prevent citizens being passed from one public agency to another and create opportunities for greater efficiency.

A practical transformation model: improve service and value together

The supplied reports point to a consistent operating model for sustainable public-service improvement.



Four design rules

Organise around the user. See the service end to end. Resolve more at first contact. Track benefits visibly and continuously.

Commercial message

Transformation becomes credible when policy ambition is connected to a focused operational challenge, a measurable future state and a practical delivery method.

A focused route from policy ambition to better public services

Show ME Improvement helps leadership teams expose the real constraint, redesign work with frontline teams and build capability that lasts.

1. Diagnose

Map the citizen or business journey, identify delay and duplication, and quantify the impact on service, capacity and cost.

2. Prove

Transform one high-value service and deliver visible, measurable improvement with the people closest to the work.

3. Scale

Embed leadership routines, visual control and capability-building so results spread across services and organisations.

The conversation to start:

Where is avoidable delay or duplication having the greatest impact on citizens, staff time or public value today?