

The next steps on our journey



Our people, our pride

We are a modern Civil Service: skilled, innovative and ambitious in delivering the agenda of government and meeting the needs of the public.

Every day, the work that we do helps us deliver brilliant public services to millions of people across the United Kingdom.

From the solutions we find, to the small acts of kindness shown, to the tasks we take on that just need to be done - the spirit of public service drives everything we do and our commitment to make a difference to people's lives is invaluable.



The breadth of our work impacts every single person in the UK at some point in their life, and this wouldn't be possible without a Civil Service enriched through its diversity of roles, people and ideas that reflect the society we serve.

We are always guided by our core values of integrity, honesty, objectivity and impartiality. We can be proud of the difference we make every day.

We all know the world is continuously changing via advances in technology and the increased use of data in decision making. As a Civil Service, we too need to keep evolving how we work to improve the ways in which we deliver. **We need every civil servant to be involved** in shaping a modern Civil Service to help us do this.

The reform journey lays the path for us to develop new skills, to access the tools we need to do our jobs well, and to make sure we have the opportunity to thrive in a modern workplace where it is easier to collaborate.



Our journey so far

In June 2021 we published the Declaration on Government Reform which set out an ambitious programme of modernisation and reform co-developed and co-owned by ministers and civil servants.

We've made good progress already but we still have more to do.

For our people

We have grown our presence across the UK, relocating more than 12,000 roles outside of Greater London. This is helping the Civil Service better reflect the communities we serve, with new campuses and hubs across the country such as the Darlington Economic Campus.

We have streamlined and improved learning and development through a new campus and curriculum for all civil servants, alongside increased learning and development budget allocations in departments.

We have 275 more accredited project delivery professionals in government since qualifications were introduced in 2022 and have delivered a step change in our oversight and management of major projects.

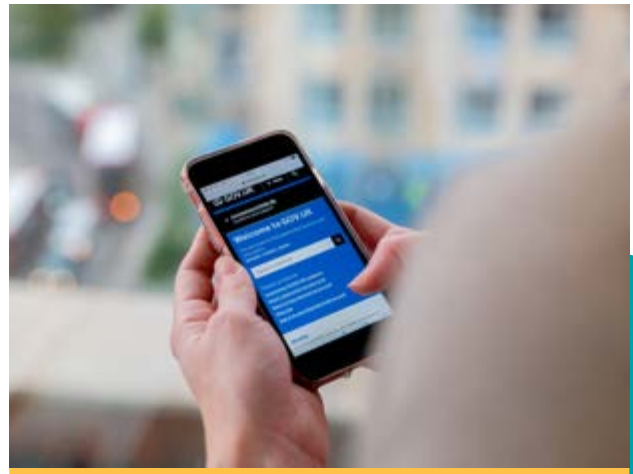


How we deliver

We have invested significantly in digital and data capability. £8 billion in digital, data and technology transformation by 2025 will mean outdated and inefficient legacy systems can be replaced.

We are investing in a new GOV.UK One Login programme, so people only have to sign in and prove their identity once to access government services. We are also bringing 50 of our top 75 online services up to a great standard by 2025.

We have established new departments (e.g. the Department for Science, Innovation and Technology) to deliver on the biggest issues facing the country.



Our next steps

Building on the actions from the 2021 Declaration, we're now focusing on **five key missions for reform**. These are areas where we can support departmental priorities and really drive forward change to unlock improvements across the Civil Service.

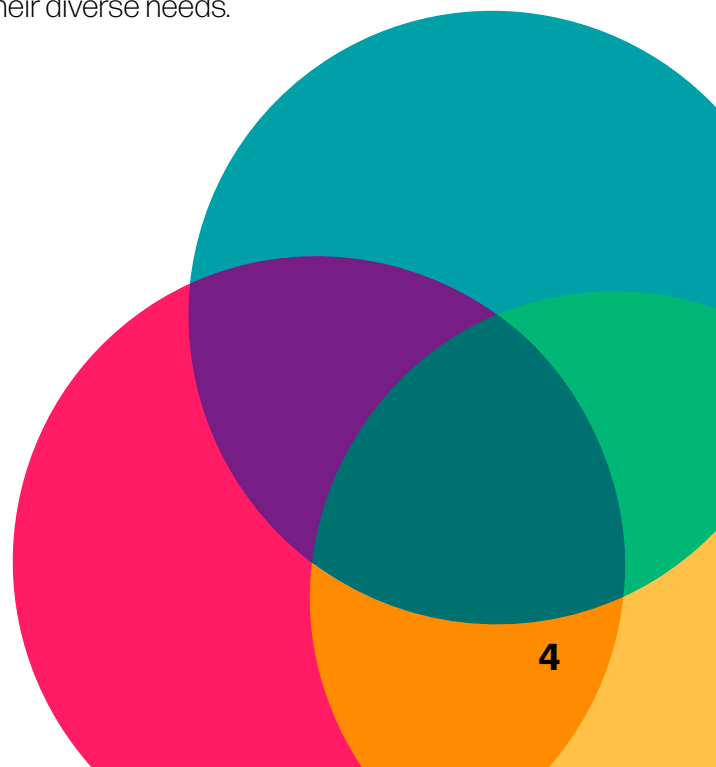
Our five reform missions are:

- 1 Capability:** we will be a skilled Civil Service that is able to adapt to the needs of the public we serve.
- 2 Place:** we will deliver a Civil Service that is representative of the communities we serve and that provides a thriving presence across the country.
- 3 Delivery:** we will deliver a Civil Service that is collaborative, routinely working across organisational barriers, with a culture of excellence in service delivery.
- 4 Digital and data:** we will be a Civil Service that can harness the power of digital and data to make better decisions, improve service delivery and enhance user experience.
- 5 Innovation:** we will be a Civil Service that rewards and encourages our staff to find innovative solutions to problems in order to deliver better outcomes for citizens.



Delivering these five missions will help achieve **long-term outcomes** for the public. They will benefit from:

- **More responsive services:** with reduced response times, wait times and increased convenience in how we operate.
- **More trusted services:** giving people greater trust and confidence in our delivery of services, programmes and operations.
- **More personalised services:** better access to tailored services which meet their diverse needs.



What you'll see

As part of our programme you'll start to see a range of improvements to how you work, learn and progress. We'll publish regular delivery updates on GOV.UK and keep you informed through cross-government channels about how you can make the most of these changes.

- Improving how we recruit, and how we enhance our skills and our teams through secondments.
- Simpler processes for people moving departments.
- Easier access to training, new line manager standards and refreshed development schemes.
- Easier access to learning through the new Government Skills Campus.
- 11 new or refurbished Government Hub sites across the country.
- Improved technology and services at our sites.
- More roles located in different areas of the country - including senior roles - creating more opportunities to progress outside of London.
- Improved IT systems and greater compatibility of technology between departments.
- Legacy IT systems identified and addressed.
- GOV.UK One Login to simplify online services for customers, along with significant improvements to our top online services.
- Better use of data to improve services.
- Better evaluation of projects and programmes to improve delivery.
- A range of innovation schemes and pilots rolled out across the Civil Service.

One Big Thing

This autumn, we're launching **One Big Thing** - a new annual initiative for us all to take shared action around reform. This year's focus is on data, with every civil servant to complete at least one day of data training as part of their annual allowance.

There are exciting events on data and how we use it at this year's Civil Service Live. Attending one of these sessions will count towards your training as part of One Big Thing. A new central training offer will be available on Civil Service Learning, so please log into your account now to check your account and password are working and your details are correct.



A **modern**
Civil Service

