

DWP Business Transformation - Guiding Principles

Start with the citizen

- Put citizens at the heart of our transformation and deliver services to meet their needs

- Fully understand all user needs
- Design based on the right insight and evidence
- Continuously improve our services

Deliver the policy intent

- Build services which drive the right customer behaviour for the policy and our business

- Thoroughly understand underlying objectives
- Deliver the policy outcome and protect AME
- Prioritise funding to deliver the best outcomes

Construct one joined-up DWP

- Ensure all change activity is building the blueprint for our future role across Government

- Everyone understands their role in One DWP
- Collectively own delivery of the Target Business Design
- Join up change using consistent delivery methods

Build an efficient business

- Design the automated, sustainable and secure DWP our taxpayers demand

- Drive service up and running costs (DEL) down
- Fully automate processes wherever possible
- Design out waste, fraud and error

Create a digital delivery culture

- Build the skills and culture of innovative delivery, ensuring we have the tools for the job

- Ensure we all have the right digital skills
- Test and learn, responding appropriately to risks
- Establish the right governance and workplace policies

Make good use of information

- Use consistent definitions of data, and share it in a secure and intelligent way

- Understand and be clear who owns all information
- Present it in a consistent, user-friendly way
- Re-use and share whenever it's safe and actionable

Collaborate to deliver

- Develop efficient and effective relationships, with the best partners, nationally and locally

- Collaborate across DWP, Government and beyond
- Use the right blend of building and buying
- Source services in a commercially smart way